

Lake Havasu City, AZ

The National Community Survey

Report of Results

2021

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Lake Havasu City. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts at Polco’s National Research Center.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 1,699 residents of Lake Havasu City collected from March 19, 2021 to May 7, 2021. The margin of error around any reported percentage is 2% for all respondents and the response rate for the 2021 survey was 22%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Lake Havasu City.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Lake Havasu City’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Lake Havasu City residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Lake Havasu City’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Lake Havasu City’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.



Methods

Selecting survey recipients

All households within Lake Havasu City were eligible to participate in the survey. A list of all households within the zip codes serving Lake Havasu City was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Lake Havasu City households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of Lake Havasu City boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 8,000 randomly selected households received mailings beginning on March 19, 2021 and the survey remained open for seven weeks. For 4,000 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 4,000 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 6% of the 8,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 7,552 households that received the invitations to participate, 1,699 completed the survey, providing an overall response rate of 22%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for Lake Havasu City survey is no greater than plus or minus two percentage points around any given percent reported for all respondents (1,699 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by Lake Havasu City. The open participation survey was identical to the probability sample survey with one small update; it included a question at the end asking where they heard about the survey. The open participation survey was open to all city residents and became available on April 23, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in Lake Havasu City. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	4%	18%	19%
	35-54	14%	26%	26%
	55+	82%	57%	56%
Hispanic origin	No, not Spanish, Hispanic, or Latino	94%	88%	88%
	Spanish, Hispanic, or Latino	6%	12%	12%
Housing tenure	Own	87%	68%	68%
	Rent	13%	32%	32%
Housing type	Attached	15%	16%	16%
	Detached	85%	84%	84%
Race & Hispanic origin	Not white alone	16%	16%	15%
	White alone, not Hispanic or Latino	84%	84%	85%
Sex	Female	53%	51%	50%
	Male	47%	49%	50%
Sex/age	Female 18-34	2%	9%	9%
	Female 35-54	8%	13%	13%
	Female 55+	43%	29%	28%
	Male 18-34	2%	9%	10%
	Male 35-54	6%	13%	13%
	Male 55+	39%	28%	27%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

Lake Havasu City funded this research. Please contact Lake Havasu City’s Assistant to the City Manager, Anthony Kozlowski, at KozlowskiA@lhcaz.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Lake Havasu City is a desirable place to live and residents report a positive sense of community.

About 8 in 10 residents positively rated the overall quality of life in Lake Havasu City and the city as a place to live, while 7 in 10 gave high marks to the overall image or reputation of Lake Havasu City and sense of community. These ratings were all positive and on par with the national benchmarks. Residents' assessments of the city as a place to retire were outstanding and higher than the national average. About 80% of respondents would recommend living in Lake Havasu City to someone who asked and planned to remain in the community for the next five years.

Residents are pleased with their local government.

Respondents' assessment of the overall quality of services provided by Lake Havasu City were positive and on par with comparison communities, with 68% rating this as excellent or good. Residents also positively reviewed the overall customer service provided by Lake Havasu City employees (79%), treating residents with respect (63%), and public information services (62%). All other aspects of government performance were favorably rated by around half of respondents, which is similar to the national averages. Residents were asked to select the statement about City taxes and services that best described their opinion. About 10% of respondents indicated they were willing to pay more City taxes to get more City services, 22% felt they pay too much for the City services they receive, and 68% said they would need more information to provide an accurate opinion of City services and funding.

The economy is an important focus area for the community in the coming years.

Residents' evaluations of Lake Havasu City as a place to visit were exceptional and much higher than the national benchmark, with 94% rating this as excellent or good. Similar to comparison communities, about two-thirds of respondents favorably rated the overall quality of business and service establishments and 6 in 10 assigned positive reviews to the overall economic health of the city and the vibrancy of the downtown/commercial area. However, respondents' assessments of the city as a place to work, employment opportunities, and shopping opportunities were lower than average; possibly highlighting an area for improvement. When residents were asked to rate how important it was for the community to focus on various matters in the coming two years, the overall economic health of Lake Havasu City was given the highest importance, with 94% rating this as essential or very important.

Community design may be an opportunity for improvement.

Less than half of respondents (45%) gave excellent or good ratings to the overall design or layout of Lake Havasu City's residential and commercial areas, which was lower than the national benchmark. Other areas where residents' ratings were lower than the national average included well-designed neighborhoods, variety of housing options, well-planned commercial growth, availability of affordable quality housing, and code enforcement. When residents were asked to select the statement that came closest to their opinion about code enforcement, 39% indicated that code enforcement should be reactive and the City should only enforce code violations when a complaint is made, even if it means it takes longer to issue notices for and resolve violations. About 61% indicated that code enforcement should be proactive and the City should actively look for and enforce code violations, even if it means the City has to spend more funding to hire staff. Additionally, about two-thirds of respondents felt that a second bridge should be built spanning the Bridgewater Channel connecting the mainland and the island.

Residents applaud the natural environment.

About 85% of residents gave high marks to the overall quality of the natural environment in Lake Havasu City. At least 6 in 10 positively reviewed recycling, yard waste pick-up, Lake Havasu City open space, preservation of natural areas, and cleanliness of the community. These ratings were all positive and on par with comparison communities. Respondents' assessments of air quality and water resources (beaches, lakes, ponds, riverways, etc.) were exceptional and higher than the national benchmarks.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.
 (% excellent or good)

		vs. benchmark*
Overall economic health	61%	Similar
Overall quality of the transportation system	32%	Much lower
Overall design or layout of residential and commercial areas	45%	Lower
Overall quality of the utility infrastructure	53%	Lower
Overall feeling of safety	85%	Similar
Overall quality of natural environment	85%	Similar
Overall quality of parks and recreation opportunities	85%	Similar
Overall health and wellness opportunities	59%	Similar
Overall opportunities for education, culture, and the arts	44%	Lower
Residents' connection and engagement with their community	58%	Similar

Please rate how important, if at all, you think it is for the Lake Havasu City community to focus on each of the following in the coming two years.
 (% essential or very important)

Overall economic health	94%	Similar
Overall quality of the transportation system	65%	Lower
Overall design or layout of residential and commercial areas	73%	Similar
Overall quality of the utility infrastructure	88%	Similar
Overall feeling of safety	86%	Similar
Overall quality of natural environment	82%	Similar
Overall quality of parks and recreation opportunities	81%	Similar
Overall health and wellness opportunities	84%	Higher
Overall opportunities for education, culture, and the arts	73%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 58% or more of respondents were considered of "higher quality" and those with ratings lower than 58% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 82% or more of respondents. Services were rated as "less important" if they received a rating of less than 82%. This classification uses the median ratings for quality and importance to divide the services in half.

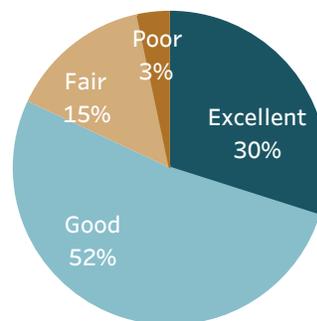
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Lake Havasu City



Please rate each of the following aspects of quality of life in Lake Havasu City. (% excellent or good)

		vs. benchmark*
Lake Havasu City as a place to live	84%	Similar
The overall quality of life	82%	Similar

Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)

Remain in Lake Havasu City for the next five years	84%	Similar
Recommend living in Lake Havasu City to someone who asks	83%	Similar

Please rate each of the following in the Lake Havasu City community. (% excellent or good)

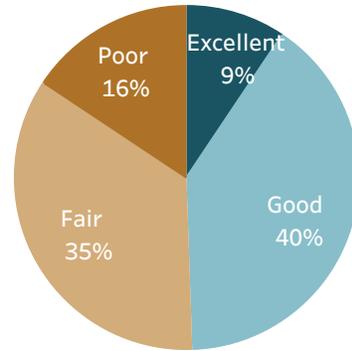
Overall image or reputation	74%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Lake Havasu City government



Please rate the quality of each of the following services in Lake Havasu City. (% excellent or good)

		vs. benchmark*
Overall customer service by Lake Havasu City employees	79%	Similar
Public information services	62%	Similar

Please rate the following categories of Lake Havasu City government performance. (% excellent or good)

Treating residents with respect	63%	Similar
Treating all residents fairly	56%	Similar
The job Lake Havasu City government does at welcoming resident involvement	56%	Similar
Being honest	55%	Similar
The value of services for the taxes paid to Lake Havasu City	55%	Similar
Generally acting in the best interest of the community	53%	Similar
The overall direction that Lake Havasu City is taking	51%	Similar
Overall confidence in Lake Havasu City government	50%	Similar
Being open and transparent to the public	49%	Similar
Informing residents about issues facing the community	49%	Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

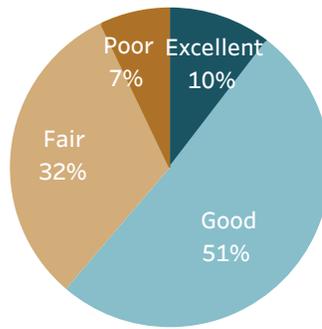
Lake Havasu City	68%	Similar
The Federal Government	29%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

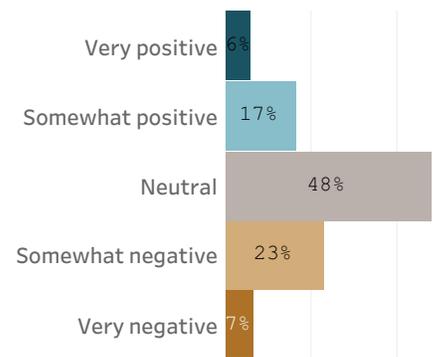
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Lake Havasu City



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Lake Havasu City. (% excellent or good)

Aspect	Percentage	vs. benchmark*
Lake Havasu City as a place to visit	94%	Much higher
Lake Havasu City as a place to work	37%	Lower

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole. (% excellent or good)

Characteristic	Percentage	vs. benchmark*
Overall economic health	61%	Similar

Please rate each of the following in the Lake Havasu City community. (% excellent or good)

Characteristic	Percentage	vs. benchmark*
Overall quality of business and service establishments	68%	Similar
Vibrancy of downtown/commercial area	61%	Similar
Variety of business and service establishments	49%	Similar
Cost of living	38%	Similar
Shopping opportunities	24%	Much lower
Employment opportunities	20%	Lower

Please rate the quality of each of the following services in Lake Havasu City. (% excellent or good)

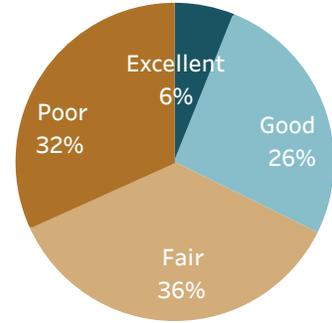
Service	Percentage	vs. benchmark*
Economic development	45%	Similar

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	23%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the transportation system in Lake Havasu City



Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of the transportation system	32%	Much lower

Please also rate each of the following in the Lake Havasu City community.
(% excellent or good)

Ease of travel by car	67%	Similar
Ease of public parking	56%	Similar
Ease of walking	55%	Similar
Traffic flow on major streets	45%	Similar
Ease of travel by bicycle	41%	Similar
Ease of travel by public transportation	11%	Much lower

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

Walked or biked instead of driving	40%	Lower
Carpooled with other adults or children instead of driving alone	39%	Similar
Used bus or other public transportation instead of driving	9%	Lower

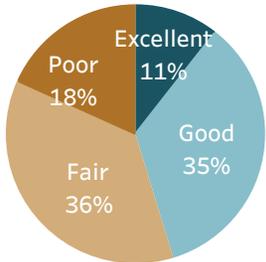
Please rate the quality of each of the following services in Lake Havasu City.
(% excellent or good)

Traffic enforcement	62%	Similar
Street cleaning	51%	Similar

Sidewalk maintenance	50%	Similar
Traffic signal timing	46%	Similar
Street lighting	39%	Lower
Street repair	34%	Similar
Bus or transit services	9%	Much lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of Lake Havasu City's residential and commercial areas



Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following aspects of quality of life in Lake Havasu City. (% excellent or good)

		vs. benchmark*
Your neighborhood as a place to live	88%	Similar

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole. (% excellent or good)

Overall design or layout of residential and commercial areas	45%	Lower
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Please also rate each of the following in the Lake Havasu City community. (% excellent or good)

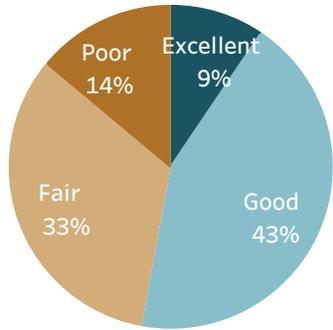
Overall appearance	73%	Similar
Public places where people want to spend time	70%	Similar
Preservation of the historical or cultural character of the community	64%	Similar
Overall quality of new development	50%	Similar
Well-designed neighborhoods	43%	Lower
Well-planned residential growth	38%	Similar
Variety of housing options	37%	Lower
Well-planned commercial growth	29%	Lower
Availability of affordable quality housing	20%	Lower

Please rate the quality of each of the following services in Lake Havasu City. (% excellent or good)

Land use, planning, and zoning	37%	Similar
Code enforcement	33%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the utility infrastructure in Lake Havasu City



Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate the quality of each of the following services in Lake Havasu City. (% excellent or good)

		vs. benchmark*
Garbage collection	90%	Similar
Power (electric and/or gas) utility	73%	Similar
Sewer services	68%	Similar
Utility billing	67%	Similar
Storm water management	60%	Similar
Drinking water	43%	Much lower
Affordable high-speed internet access	14%	Much lower

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole. (% excellent or good)

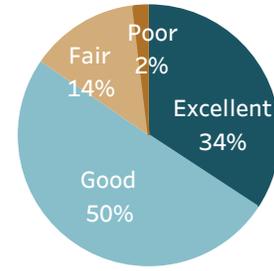
Overall quality of the utility infrastructure	53%	Lower
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Lake Havasu City



Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.
(% excellent or good)

		vs. benchmark*
Overall feeling of safety	85%	Similar

Please rate how safe or unsafe you feel:
(% very or somewhat safe)

In your neighborhood during the day	95%	Similar
In Lake Havasu City's downtown/commercial area during the day	93%	Similar
From fire, flood, or other natural disaster	90%	Similar
From violent crime	88%	Similar
From property crime	82%	Similar

Please rate the quality of each of the following services in Lake Havasu City.
(% excellent or good)

Fire services	91%	Similar
Police services	84%	Similar
Ambulance or emergency medical services	81%	Similar
Crime prevention	78%	Similar
Animal control	77%	Similar
Fire prevention and education	75%	Similar
Emergency preparedness	49%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of natural environment in Lake Havasu City



Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of natural environment	85%	Similar

Please also rate each of the following in the Lake Havasu City community.
(% excellent or good)

Air quality	89%	Higher
Water resources	88%	Higher
Cleanliness	73%	Similar

Please rate the quality of each of the following services in Lake Havasu City.
(% excellent or good)

Recycling	69%	Similar
Yard waste pick-up	65%	Similar
Lake Havasu City open space	62%	Similar
Preservation of natural areas	59%	Similar

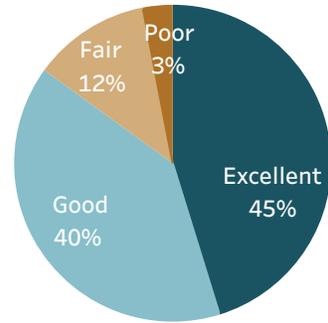
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of parks and recreation opportunities	85%	Similar

Please also rate each of the following in the Lake Havasu City community.
(% excellent or good)

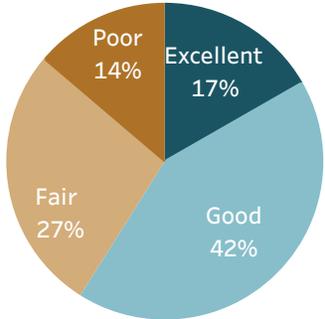
Recreational opportunities	81%	Higher
Fitness opportunities	76%	Similar
Availability of paths and walking trails	75%	Similar

Please rate the quality of each of the following services in Lake Havasu City.
(% excellent or good)

City parks	87%	Similar
Recreation programs or classes	68%	Similar
Recreation centers or facilities	68%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall health and wellness opportunities in Lake Havasu City



Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.
(% excellent or good)

		vs. benchmark*
Overall health and wellness opportunities	59%	Similar

Please also rate each of the following in the Lake Havasu City community.
(% excellent or good)

Availability of affordable quality food	68%	Similar
Availability of preventive health services	44%	Lower
Availability of affordable quality health care	38%	Lower
Availability of affordable quality mental health care	28%	Lower

Please rate the quality of each of the following services in Lake Havasu City.
(% excellent or good)

Health services	46%	Lower
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Please rate your overall health.
(% excellent or very good)

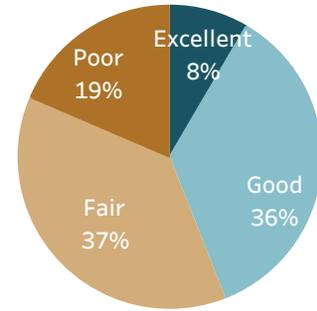
Please rate your overall health.	69%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.
(% excellent or good)

		vs. benchmark*
Overall opportunities for education, culture, and the arts	44%	Lower

Please also rate each of the following in the Lake Havasu City community.
(% excellent or good)

Opportunities to attend special events and festivals	76%	Similar
Community support for the arts	50%	Similar
Adult educational opportunities	48%	Similar
Opportunities to attend cultural/arts/music activities	46%	Similar
K-12 education	45%	Lower
Availability of affordable quality childcare/preschool	33%	Lower

Please rate the quality of each of the following services in Lake Havasu City.
(% excellent or good)

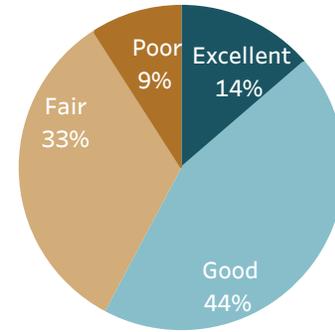
Public library services	81%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community



Please rate each of the following aspects of quality of life in Lake Havasu City. (% excellent or good)

		vs. benchmark*
Lake Havasu City as a place to retire	87%	Higher
Sense of community	70%	Similar
Lake Havasu City as a place to raise children	62%	Lower

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole. (% excellent or good)

Residents' connection and engagement with their community	58%	Similar
---	-----	---------

Please rate the job you feel the Lake Havasu City community does at each of the following. (% excellent or good)

Making all residents feel welcome	73%	Similar
Valuing/respecting residents from diverse backgrounds	62%	Similar
Taking care of vulnerable residents	59%	Similar
Attracting people from diverse backgrounds	57%	Similar

Please also rate each of the following in the Lake Havasu City community. (% excellent or good)

Opportunities to volunteer	77%	Similar
Opportunities to participate in social events and activities	72%	Similar
Sense of civic/community pride	68%	Similar

Opportunities to participate in community matters	66%	Similar
Neighborliness of residents	63%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	56%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

		vs. benchmark*
Voted in your most recent local election	79%	Similar
Contacted Lake Havasu City for help or information	42%	Similar
Watched a local public meeting	41%	Higher
Volunteered your time to some group/activity	34%	Similar
Campaigned or advocated for a local issue, cause, or candidate	20%	Similar
Contacted Lake Havasu City elected officials to express your opinion	16%	Similar
Attended a local public meeting	16%	Similar

In general, how many times do you:
(% a few times a week or more)

Use or check email	97%	Similar
Access the internet from your home	94%	Similar
Access the internet from your cell phone	90%	Similar
Visit social media sites	78%	Similar
Shop online	58%	Similar
Share your opinions online	37%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

Overall, how would you rate the quality of the services provided by each of the following?	Mohave County	Excellent		9%
		Good		51%
		Fair		31%
		Poor		9%
	The State Government	Excellent		5%
		Good		37%
		Fair		43%
		Poor		16%
Please select the statement that best describes your opinion.	I am willing to pay more City ta..		10%	
	I feel that I pay too much for th..		22%	
	More information is needed to ..		68%	
Please select the statement that comes closest to your opinion about code enforcement.	I think code enforcement shoul..		39%	
	I think code enforcement shoul..		61%	
How many months a year do you live in Lake Havasu City?	0-3 months		1%	
	4-6 months		6%	
	7-9 months		6%	
	10-12 months		88%	
Are you a registered voter in Lake Havasu City?	Yes		86%	
	No		14%	
Should a second bridge be built spanning the Bridgewater Channel connecting the mainland and the island?	Yes		67%	
	No		33%	

National benchmark tables

This table contains the comparisons of Lake Havasu City's results to those from other communities. The first column shows the comparison of Lake Havasu City's rating to the benchmark. Lake Havasu City's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Lake Havasu City residents is statistically similar to or different than the benchmark. The second column is Lake Havasu City's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Lake Havasu City's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Lake Havasu City's result -- that is what percent of surveyed communities had a lower rating than Lake Havasu City.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Lake Havasu City.	Lake Havasu City as a place to live	Similar	84%	215	363	38
	Your neighborhood as a place to live	Similar	88%	115	304	62
	Lake Havasu City as a place to raise children	Lower	62%	305	363	15
	Lake Havasu City as a place to work	Lower	37%	318	348	8
	Lake Havasu City as a place to visit	Much higher	94%	15	292	93
	Lake Havasu City as a place to retire	Higher	87%	21	350	94
	The overall quality of life	Similar	82%	210	400	48
	Sense of community	Similar	70%	95	303	69
Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.	Overall economic health	Similar	61%	173	277	35
	Overall quality of the transportation system	Much lower	32%	272	279	3
	Overall design or layout of residential and commercial areas	Lower	45%	232	272	14
	Overall quality of the utility infrastructure	Lower	53%	57	66	10
	Overall feeling of safety	Similar	85%	157	346	48
	Overall quality of natural environment	Similar	85%	105	282	60
	Overall quality of parks and recreation opportunities	Similar	85%	24	67	44
	Overall health and wellness opportunities	Similar	59%	216	274	20
	Overall opportunities for education, culture, and the arts	Lower	44%	247	273	9
	Residents' connection and engagement with their community	Similar	58%	36	66	31
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Havasu City to someone who asks	Similar	83%	194	289	32
	Remain in Lake Havasu City for the next five years	Similar	84%	143	282	47
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	95%	121	332	60
	In Lake Havasu City's downtown/commercial area during the day	Similar	93%	100	311	67

Please rate how safe or unsafe you feel:	From property crime	Similar	82%	26	77	52
	From violent crime	Similar	88%	32	77	46
	From fire, flood, or other natural disaster	Similar	90%	11	66	56
Please rate the job you feel the Lake Havasu City community does at each of the following.	Making all residents feel welcome	Similar	73%	35	66	32
	Attracting people from diverse backgrounds	Similar	57%	46	66	21
	Valuing/respecting residents from diverse backgrounds	Similar	62%	49	66	18
	Taking care of vulnerable residents	Similar	59%	41	66	26
Please rate each of the following in the Lake Havasu City community.	Overall quality of business and service establishments	Similar	68%	146	280	45
	Variety of business and service establishments	Similar	49%	54	65	12
	Vibrancy of downtown/commercial area	Similar	61%	98	258	54
	Employment opportunities	Lower	20%	266	305	12
	Shopping opportunities	Much lower	24%	264	293	10
	Cost of living	Similar	38%	191	275	29
	Overall image or reputation	Similar	74%	178	341	41
Please also rate each of the following in the Lake Havasu City community.	Traffic flow on major streets	Similar	45%	188	319	38
	Ease of public parking	Similar	56%	137	244	36
	Ease of travel by car	Similar	67%	162	305	47
	Ease of travel by public transportation	Much lower	11%	240	249	4
	Ease of travel by bicycle	Similar	41%	218	306	28
	Ease of walking	Similar	55%	211	306	30
	Well-planned residential growth	Similar	38%	57	68	12
	Well-planned commercial growth	Lower	29%	62	68	7
	Well-designed neighborhoods	Lower	43%	62	68	7
	Preservation of the historical or cultural character of the community	Similar	64%	33	63	31
	Public places where people want to spend time	Similar	70%	120	267	50
	Variety of housing options	Lower	37%	236	283	16
	Availability of affordable quality housing	Lower	20%	250	302	17
	Overall quality of new development	Similar	50%	204	293	30
	Overall appearance	Similar	73%	200	335	34
	Cleanliness	Similar	73%	183	307	40
	Water resources	Higher	88%	5	62	58

Please also rate each of the following in the Lake Havasu City community.	Air quality	Higher	89%	34	259	84
	Availability of paths and walking trails	Similar	75%	96	303	69
	Fitness opportunities	Similar	76%	92	263	58
	Recreational opportunities	Higher	81%	43	292	84
	Availability of affordable quality food	Similar	68%	138	258	41
	Availability of affordable quality health care	Lower	38%	252	272	7
	Availability of preventive health services	Lower	44%	227	253	9
	Availability of affordable quality mental health care	Lower	28%	225	250	9
	Opportunities to attend cultural/arts/music activities	Similar	46%	222	291	24
	Community support for the arts	Similar	50%	40	66	27
	Availability of affordable quality childcare/preschool	Lower	33%	233	268	12
	K-12 education	Lower	45%	238	268	11
	Adult educational opportunities	Similar	48%	181	258	26
	Sense of civic/community pride	Similar	68%	28	66	39
	Neighborliness of residents	Similar	63%	134	269	45
	Opportunities to participate in social events and activities	Similar	72%	62	273	71
	Opportunities to attend special events and festivals	Similar	76%	58	281	75
	Opportunities to volunteer	Similar	77%	71	273	68
	Opportunities to participate in community matters	Similar	66%	124	278	52
	Openness and acceptance of the community toward people of diverse ..	Similar	56%	228	299	24
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Lake Havasu City for help or information	Similar	42%	212	328	30
	Contacted Lake Havasu City elected officials to express your opinion	Similar	16%	154	267	38
	Attended a local public meeting	Similar	16%	213	270	20
	Watched a local public meeting	Higher	41%	16	245	93
	Volunteered your time to some group/activity	Similar	34%	154	274	41
	Campaigned or advocated for a local issue, cause, or candidate	Similar	20%	141	256	39
	Voted in your most recent local election	Similar	79%	31	66	36
	Used bus or other public transportation instead of driving	Lower	9%	172	232	21
	Carpooled with other adults or children instead of driving alone	Similar	39%	154	261	36
	Walked or biked instead of driving	Lower	40%	232	267	12
Please rate the quality of each of the following	Public information services	Similar	62%	221	283	21

Please rate the quality of each of the following services in Lake Havasu City.

Economic development	Similar	45%	203	283	27
Traffic enforcement	Similar	62%	224	344	31
Traffic signal timing	Similar	46%	202	270	23
Street repair	Similar	34%	250	331	21
Street cleaning	Similar	51%	235	294	20
Street lighting	Lower	39%	315	324	3
Sidewalk maintenance	Similar	50%	210	296	29
Bus or transit services	Much lower	9%	237	242	2
Land use, planning, and zoning	Similar	37%	232	294	21
Code enforcement	Lower	33%	292	348	15
Affordable high-speed internet access	Much lower	14%	63	63	1
Garbage collection	Similar	90%	35	322	89
Drinking water	Much lower	43%	280	289	4
Sewer services	Similar	68%	226	293	23
Storm water management	Similar	60%	218	320	28
Power (electric and/or gas) utility	Similar	73%	149	202	26
Utility billing	Similar	67%	157	245	30
Police services	Similar	84%	161	390	58
Crime prevention	Similar	78%	118	345	61
Animal control	Similar	77%	53	308	83
Ambulance or emergency medical services	Similar	81%	243	310	20
Fire services	Similar	91%	163	338	46
Fire prevention and education	Similar	75%	154	283	44
Emergency preparedness	Similar	49%	240	283	15
Preservation of natural areas	Similar	59%	151	262	38
Lake Havasu City open space	Similar	62%	121	253	45
Recycling	Similar	69%	256	328	19
Yard waste pick-up	Similar	65%	219	268	17
City parks	Similar	87%	76	303	75
Recreation programs or classes	Similar	68%	169	300	44
Recreation centers or facilities	Similar	68%	159	275	39

Please rate the quality of each of the following services in Lake Havasu City.	Health services	Lower	46%	214	238	9
	Public library services	Similar	81%	236	302	22
	Overall customer service by Lake Havasu City employees	Similar	79%	150	359	53
Please rate the following categories of Lake Havasu City government performance.	The value of services for the taxes paid to Lake Havasu City	Similar	55%	170	364	49
	The overall direction that Lake Havasu City is taking	Similar	51%	230	314	24
	The job Lake Havasu City government does at welcoming resident invo..	Similar	56%	132	316	57
	Overall confidence in Lake Havasu City government	Similar	50%	170	276	36
	Generally acting in the best interest of the community	Similar	53%	187	280	32
	Being honest	Similar	55%	166	272	36
	Being open and transparent to the public	Similar	49%	44	67	24
	Informing residents about issues facing the community	Similar	49%	46	72	27
	Treating all residents fairly	Similar	56%	161	276	39
	Treating residents with respect	Similar	63%	44	66	23
Overall, how would you rate the quality of the services provided by each ..	Lake Havasu City	Similar	68%	252	368	30
	The Federal Government	Similar	29%	257	261	2
Please rate how important, if at all, you think it is for the Lake Havasu City community to focus on each of the following in the coming two years.	Overall economic health	Similar	94%	31	254	85
	Overall quality of the transportation system	Lower	65%	231	254	8
	Overall design or layout of residential and commercial areas	Similar	73%	210	254	15
	Overall quality of the utility infrastructure	Similar	88%	36	66	31
	Overall feeling of safety	Similar	86%	214	254	14
	Overall quality of natural environment	Similar	82%	150	254	35
	Overall quality of parks and recreation opportunities	Similar	81%	28	66	39
	Overall health and wellness opportunities	Higher	84%	12	253	95
	Overall opportunities for education, culture, and the arts	Similar	73%	172	254	28
Residents' connection and engagement with their community	Lower	70%	219	255	12	
In general, how many times do you:	Access the internet from your home	Similar	94%	43	66	24
	Access the internet from your cell phone	Similar	90%	51	66	16
	Visit social media sites	Similar	78%	46	66	21
	Use or check email	Similar	97%	32	66	35
	Share your opinions online	Similar	37%	12	66	55
	Shop online	Similar	58%	25	66	42

Please rate your overall health.	Similar	69%	74	262	64
	Similar	23%	212	265	18
What impact, if any, do you think the economy will have on your family..					

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Lake Havasu City.	Question	Rating	Frequency	
			Percentage	Count
Lake Havasu City as a place to live	Lake Havasu City as a place to live	Excellent	37%	10
		Good	47%	13
		Fair	13%	4
		Poor	3%	1
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	45%	12
		Good	43%	11
		Fair	10%	3
		Poor	2%	1
Lake Havasu City as a place to raise children	Lake Havasu City as a place to raise children	Excellent	21%	6
		Good	41%	11
		Fair	24%	7
		Poor	14%	4
Lake Havasu City as a place to work	Lake Havasu City as a place to work	Excellent	10%	3
		Good	27%	8
		Fair	37%	10
		Poor	26%	7
Lake Havasu City as a place to visit	Lake Havasu City as a place to visit	Excellent	60%	16
		Good	34%	9
		Fair	5%	1
		Poor	1%	0
Lake Havasu City as a place to retire	Lake Havasu City as a place to retire	Excellent	49%	13
		Good	38%	10
		Fair	10%	3
		Poor	3%	1
The overall quality of life	The overall quality of life	Excellent	30%	8
		Good	52%	14
		Fair	15%	4
		Poor	3%	1

Please rate each of the following aspects of quality of life in Lake Havasu City.	Sense of community	Excellent		28%
		Good		42%
		Fair		20%
		Poor		10%
Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.	Overall economic health	Excellent		10%
		Good		51%
		Fair		32%
		Poor		7%
	Overall quality of the transportation system	Excellent		6%
		Good		26%
		Fair		36%
		Poor		32%
	Overall design or layout of residential and commercial areas	Excellent		11%
		Good		35%
		Fair		36%
		Poor		18%
Overall quality of the utility infrastructure	Excellent		9%	
	Good		43%	
	Fair		33%	
	Poor		14%	
Overall feeling of safety	Excellent		34%	
	Good		50%	
	Fair		14%	
	Poor		2%	
Overall quality of natural environment	Excellent		35%	
	Good		50%	
	Fair		13%	
	Poor		2%	
Overall quality of parks and recreation opportunities	Excellent		45%	
	Good		40%	
	Fair		12%	

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.	Overall quality of parks and recreation opportunities	Poor		3%
	Overall health and wellness opportunities	Excellent		17%
		Good		42%
		Fair		27%
		Poor		14%
	Overall opportunities for education, culture, and the arts	Excellent		8%
		Good		36%
		Fair		37%
		Poor		19%
	Residents' connection and engagement with their community	Excellent		14%
		Good		44%
		Fair		33%
		Poor		9%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Havasu City to someone who asks	Very likely		42%
		Somewhat likely		41%
		Somewhat unlikely		9%
		Very unlikely		8%
	Remain in Lake Havasu City for the next five years	Very likely		64%
		Somewhat likely		20%
		Somewhat unlikely		8%
		Very unlikely		8%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		79%
		Somewhat safe		16%
		Neither safe nor unsafe		3%
		Somewhat unsafe		1%
		Very unsafe		0%
	In Lake Havasu City's downtown/commercial area during the day	Very safe		72%
		Somewhat safe		21%
		Neither safe nor unsafe		6%
		Somewhat unsafe		1%
		Very unsafe		0%

Please rate how safe or unsafe you feel:	From property crime	Very safe		40%
		Somewhat safe		42%
		Neither safe nor unsafe		10%
		Somewhat unsafe		6%
		Very unsafe		2%
	From violent crime	Very safe		57%
		Somewhat safe		31%
		Neither safe nor unsafe		9%
		Somewhat unsafe		2%
		Very unsafe		1%
	From fire, flood, or other natural disaster	Very safe		60%
		Somewhat safe		30%
		Neither safe nor unsafe		9%
		Somewhat unsafe		1%
		Very unsafe		1%
Please rate the job you feel the Lake Havasu City community does at each of the following.	Making all residents feel welcome	Excellent		25%
		Good		48%
		Fair		19%
		Poor		9%
	Attracting people from diverse backgrounds	Excellent		18%
		Good		40%
		Fair		24%
		Poor		19%
	Valuing/respecting residents from diverse backgrounds	Excellent		20%
		Good		42%
		Fair		21%
		Poor		17%
	Taking care of vulnerable residents	Excellent		16%
		Good		43%
		Fair		24%
		Poor		16%

Please rate each of the following in the Lake Havasu City community.	Overall quality of business and service establishments	Excellent		15%
		Good		53%
		Fair		25%
		Poor		7%
	Variety of business and service establishments	Excellent		10%
		Good		39%
		Fair		33%
		Poor		18%
	Vibrancy of downtown/commercial area	Excellent		13%
		Good		48%
		Fair		30%
		Poor		9%
	Employment opportunities	Excellent		3%
		Good		17%
		Fair		45%
		Poor		35%
	Shopping opportunities	Excellent		3%
		Good		21%
		Fair		40%
		Poor		36%
	Cost of living	Excellent		7%
		Good		32%
		Fair		37%
		Poor		25%
	Overall image or reputation	Excellent		24%
		Good		50%
		Fair		22%
		Poor		5%
Please also rate each of the following in the Lake Havasu City community.	Traffic flow on major streets	Excellent		7%
		Good		38%
		Fair		37%

Please also rate each of the following in the Lake Havasu City community.

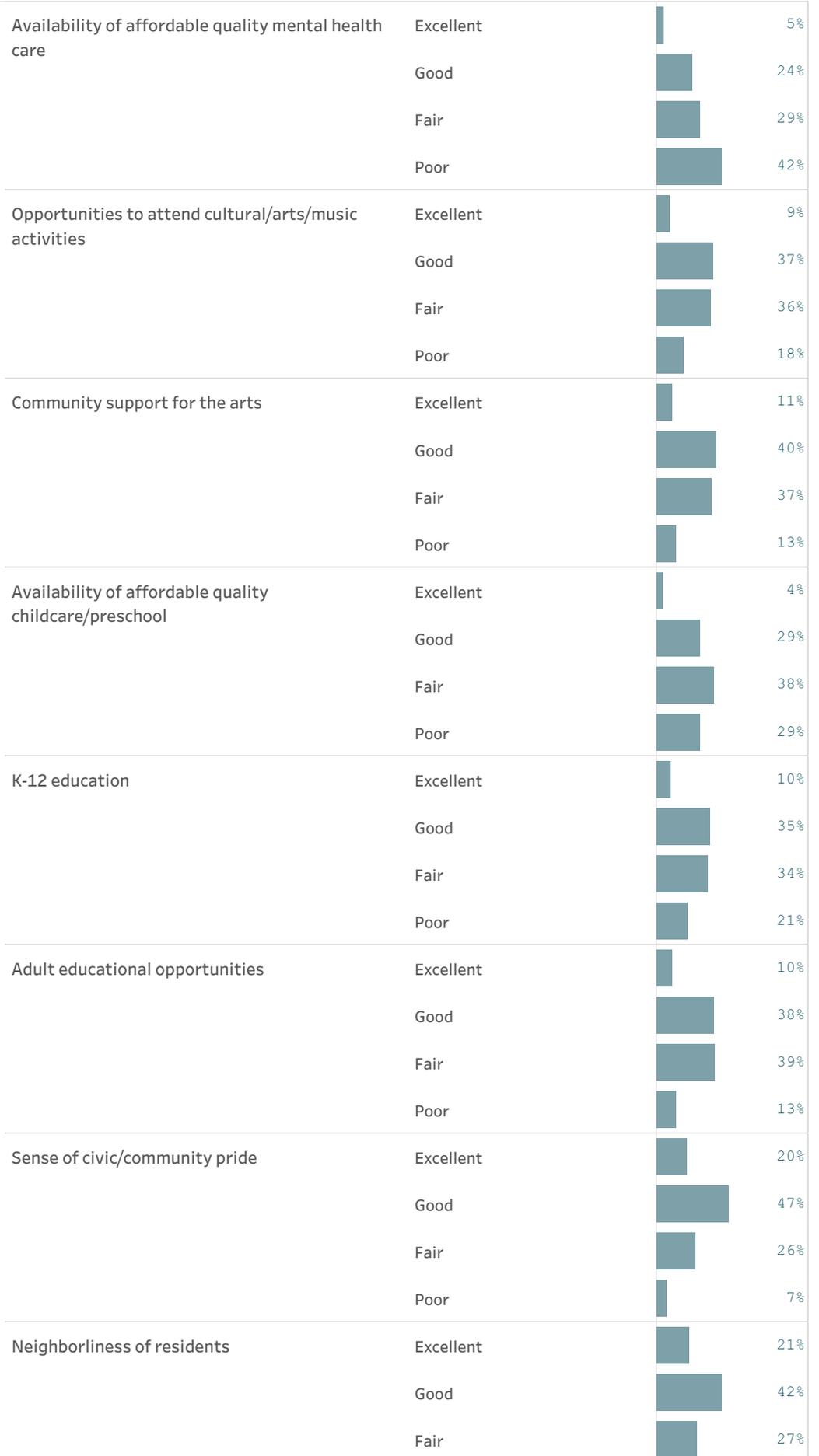
Traffic flow on major streets	Poor		19%
Ease of public parking	Excellent		11%
	Good		45%
	Fair		32%
	Poor		11%
Ease of travel by car	Excellent		17%
	Good		50%
	Fair		27%
	Poor		7%
Ease of travel by public transportation	Excellent		3%
	Good		9%
	Fair		24%
	Poor		65%
Ease of travel by bicycle	Excellent		8%
	Good		33%
	Fair		35%
	Poor		24%
Ease of walking	Excellent		16%
	Good		39%
	Fair		30%
	Poor		14%
Well-planned residential growth	Excellent		6%
	Good		32%
	Fair		37%
	Poor		25%
Well-planned commercial growth	Excellent		4%
	Good		25%
	Fair		39%
	Poor		32%
Well-designed neighborhoods	Excellent		7%
	Good		36%

Please also rate each of the following in the Lake Havasu City community.

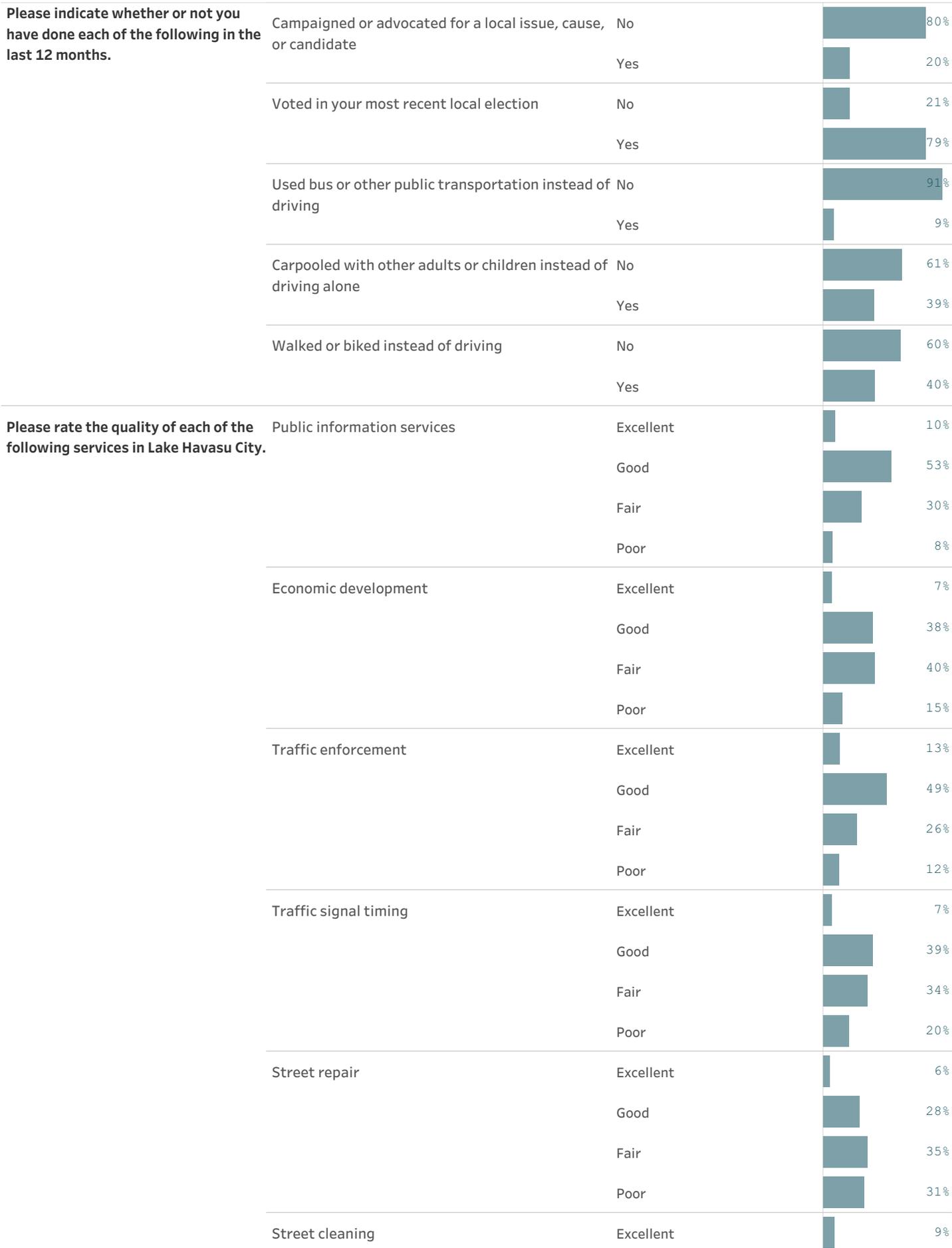
Well-designed neighborhoods	Fair		38%
	Poor		19%
Preservation of the historical or cultural character of the community	Excellent		14%
	Good		50%
	Fair		28%
	Poor		8%
Public places where people want to spend time	Excellent		21%
	Good		48%
	Fair		23%
	Poor		7%
Variety of housing options	Excellent		7%
	Good		31%
	Fair		33%
	Poor		29%
Availability of affordable quality housing	Excellent		3%
	Good		17%
	Fair		30%
	Poor		50%
Overall quality of new development	Excellent		10%
	Good		40%
	Fair		35%
	Poor		15%
Overall appearance	Excellent		20%
	Good		53%
	Fair		22%
	Poor		6%
Cleanliness	Excellent		23%
	Good		51%
	Fair		22%
	Poor		5%
Water resources	Excellent		44%

Please also rate each of the following in the Lake Havasu City community.			
Water resources	Good		43%
	Fair		10%
	Poor		2%
Air quality	Excellent		45%
	Good		44%
	Fair		10%
	Poor		1%
Availability of paths and walking trails	Excellent		33%
	Good		42%
	Fair		20%
	Poor		5%
Fitness opportunities	Excellent		31%
	Good		44%
	Fair		20%
	Poor		5%
Recreational opportunities	Excellent		41%
	Good		40%
	Fair		15%
	Poor		4%
Availability of affordable quality food	Excellent		20%
	Good		48%
	Fair		24%
	Poor		8%
Availability of affordable quality health care	Excellent		7%
	Good		31%
	Fair		33%
	Poor		29%
Availability of preventive health services	Excellent		7%
	Good		36%
	Fair		33%
	Poor		24%

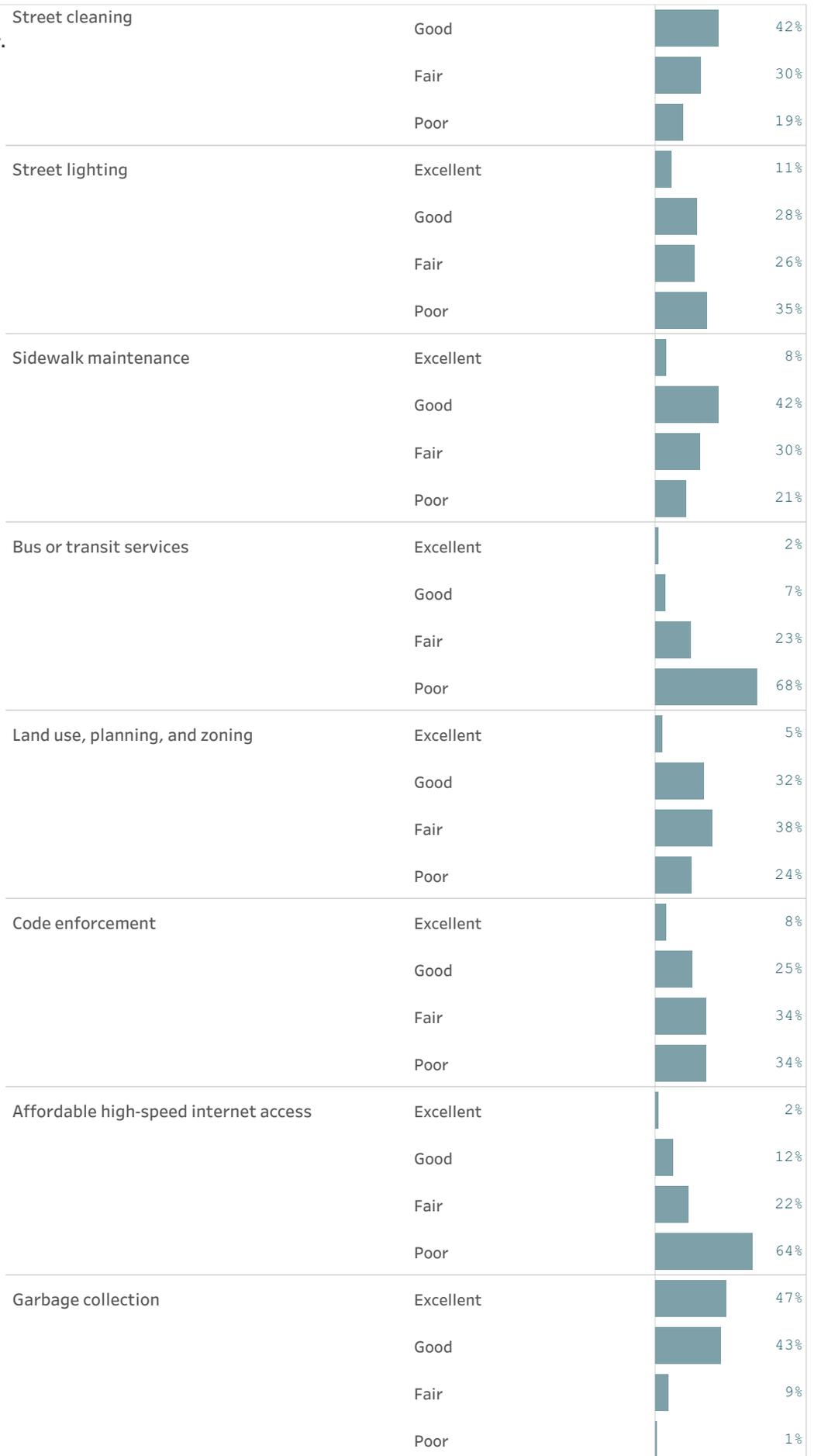
Please also rate each of the following in the Lake Havasu City community.



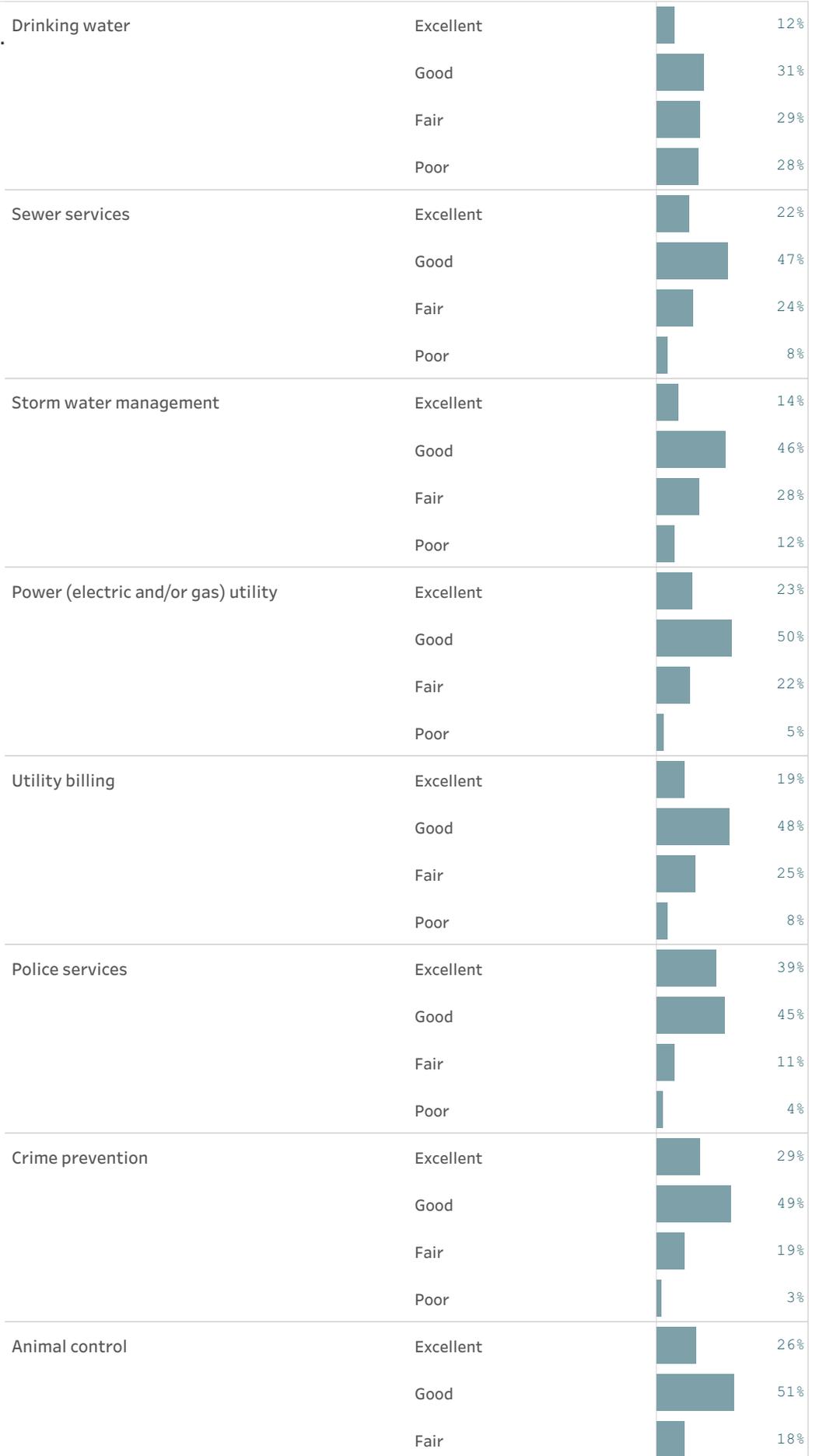
Please also rate each of the following in the Lake Havasu City community.	Neighborhoodliness of residents	Poor		9%
	Opportunities to participate in social events and activities	Excellent		23%
		Good		49%
		Fair		23%
		Poor		5%
	Opportunities to attend special events and festivals	Excellent		29%
		Good		47%
		Fair		20%
		Poor		4%
	Opportunities to volunteer	Excellent		27%
		Good		49%
		Fair		20%
		Poor		3%
	Opportunities to participate in community matters	Excellent		16%
		Good		49%
		Fair		28%
		Poor		7%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		16%
		Good		40%
		Fair		23%
Poor			20%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Lake Havasu City for help or information	No		58%
		Yes		42%
	Contacted Lake Havasu City elected officials to express your opinion	No		84%
		Yes		16%
	Attended a local public meeting	No		84%
		Yes		16%
	Watched a local public meeting	No		59%
		Yes		41%
	Volunteered your time to some group/activity	No		66%
		Yes		34%



Please rate the quality of each of the following services in Lake Havasu City.



Please rate the quality of each of the following services in Lake Havasu City.



Please rate the quality of each of the following services in Lake Havasu City.			
Animal control	Poor		4%
Ambulance or emergency medical services	Excellent		35%
	Good		46%
	Fair		15%
	Poor		4%
Fire services	Excellent		48%
	Good		42%
	Fair		9%
	Poor		0%
Fire prevention and education	Excellent		34%
	Good		41%
	Fair		21%
	Poor		4%
Emergency preparedness	Excellent		17%
	Good		32%
	Fair		31%
	Poor		20%
Preservation of natural areas	Excellent		17%
	Good		43%
	Fair		29%
	Poor		12%
Lake Havasu City open space	Excellent		17%
	Good		45%
	Fair		31%
	Poor		7%
Recycling	Excellent		24%
	Good		45%
	Fair		19%
	Poor		12%
Yard waste pick-up	Excellent		21%
	Good		44%

Please rate the quality of each of the following services in Lake Havasu City.	Yard waste pick-up	Fair		21%
		Poor		13%
City parks	Excellent		45%	
	Good		42%	
	Fair		12%	
	Poor		1%	
Recreation programs or classes	Excellent		23%	
	Good		45%	
	Fair		24%	
	Poor		7%	
Recreation centers or facilities	Excellent		21%	
	Good		47%	
	Fair		24%	
	Poor		8%	
Health services	Excellent		10%	
	Good		36%	
	Fair		31%	
	Poor		23%	
Public library services	Excellent		27%	
	Good		54%	
	Fair		17%	
	Poor		2%	
Overall customer service by Lake Havasu City employees	Excellent		28%	
	Good		51%	
	Fair		19%	
	Poor		2%	
Please rate the following categories of Lake Havasu City government performance.	The value of services for the taxes paid to Lake Havasu City	Excellent		10%
		Good		45%
		Fair		34%
		Poor		12%
The overall direction that Lake Havasu City is taking	Excellent		8%	

Please rate the following categories of Lake Havasu City government performance.	Category	Rating	
		Percentage	Count
The overall direction that Lake Havasu City is taking	Good	43%	10
	Fair	32%	8
	Poor	17%	4
The job Lake Havasu City government does at welcoming resident involvement	Excellent	14%	3
	Good	42%	10
	Fair	31%	8
	Poor	13%	3
Overall confidence in Lake Havasu City government	Excellent	9%	2
	Good	40%	10
	Fair	35%	9
	Poor	16%	4
Generally acting in the best interest of the community	Excellent	11%	3
	Good	42%	10
	Fair	29%	7
	Poor	18%	4
Being honest	Excellent	12%	3
	Good	42%	10
	Fair	31%	8
	Poor	14%	3
Being open and transparent to the public	Excellent	11%	3
	Good	37%	9
	Fair	34%	8
	Poor	17%	4
Informing residents about issues facing the community	Excellent	12%	3
	Good	37%	9
	Fair	33%	8
	Poor	18%	4
Treating all residents fairly	Excellent	13%	3
	Good	43%	10
	Fair	29%	7
	Poor	15%	4

Please rate the following categories of Lake Havasu City government performance.	Treating residents with respect	Excellent		16%
		Good		48%
		Fair		28%
		Poor		9%
Overall, how would you rate the quality of the services provided by each of the following?	Lake Havasu City	Excellent		16%
		Good		53%
		Fair		27%
		Poor		5%
	The Federal Government	Excellent		3%
		Good		26%
		Fair		36%
		Poor		35%
Please rate how important, if at all, you think it is for the Lake Havasu City community to focus on each of the following in the coming two years.	Overall economic health	Essential		53%
		Very important		40%
		Somewhat important		6%
		Not at all important		1%
	Overall quality of the transportation system	Essential		25%
		Very important		41%
		Somewhat important		30%
		Not at all important		5%
	Overall design or layout of residential and commercial areas	Essential		26%
		Very important		47%
		Somewhat important		22%
		Not at all important		5%
Overall quality of the utility infrastructure	Essential		45%	
	Very important		42%	
	Somewhat important		10%	
	Not at all important		2%	
Overall feeling of safety	Essential		47%	
	Very important		39%	
	Somewhat important		11%	

Please rate how important, if at all, you think it is for the Lake Havasu City community to focus on each of the following in the coming two years.	Overall feeling of safety	Not at all important		3%
	Overall quality of natural environment	Essential		34%
		Very important		47%
		Somewhat important		16%
		Not at all important		3%
	Overall quality of parks and recreation opportunities	Essential		32%
		Very important		49%
		Somewhat important		17%
		Not at all important		1%
	Overall health and wellness opportunities	Essential		43%
		Very important		40%
		Somewhat important		15%
		Not at all important		1%
	Overall opportunities for education, culture, and the arts	Essential		32%
		Very important		40%
		Somewhat important		25%
Not at all important			3%	
Residents' connection and engagement with their community	Essential		22%	
	Very important		48%	
	Somewhat important		27%	
	Not at all important		3%	
Overall, how would you rate the quality of the services provided by each of the following?	Mohave County	Excellent		9%
		Good		51%
		Fair		31%
		Poor		9%
	The State Government	Excellent		5%
		Good		37%
		Fair		43%
		Poor		16%
Please select the statement that best describes your opinion.	I am willing to pay more City taxes to get more City services.		10%	
	I feel that I pay too much for the City services I receive.		22%	

	Please select the statement that best describes your opinion.	More information is needed to provide an accurate opinion of ..		68%
	Please select the statement that comes closest to your opinion about code enforcement.	I think code enforcement should be reactive and only enforce co..		39%
		I think code enforcement should be proactive and actively look f..		61%
	How many months a year do you live in Lake Havasu City?	0-3 months		1%
		4-6 months		6%
		7-9 months		6%
		10-12 months		88%
	Are you a registered voter in Lake Havasu City?	Yes		86%
		No		14%
	Should a second bridge be built spanning the Bridgewater Channel connecting the mainland and the island?	Yes		67%
		No		33%
In general, how many times do you:	Access the internet from your home	Several times a day		83%
		Once a day		7%
		A few times a week		4%
		Every few weeks		2%
		Less often or never		4%
	Access the internet from your cell phone	Several times a day		81%
		Once a day		5%
		A few times a week		4%
		Every few weeks		1%
		Less often or never		8%
	Visit social media sites	Several times a day		56%
		Once a day		12%
		A few times a week		9%
		Every few weeks		3%
		Less often or never		19%
	Use or check email	Several times a day		73%
		Once a day		19%
		A few times a week		5%
		Every few weeks		1%
		Less often or never		2%

In general, how many times do you:	Share your opinions online	Several times a day		16%
		Once a day		4%
		A few times a week		17%
		Every few weeks		12%
		Less often or never		51%
	Shop online	Several times a day		17%
		Once a day		7%
		A few times a week		34%
		Every few weeks		31%
		Less often or never		11%
Please rate your overall health.	Excellent		26%	
	Very good		43%	
	Good		24%	
	Fair		5%	
	Poor		2%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		6%	
	Somewhat positive		17%	
	Neutral		48%	
	Somewhat negative		23%	
	Very negative		7%	
How many years have you lived in Lake Havasu City?	Less than 2 years		10%	
	2-5 years		18%	
	6-10 years		18%	
	11-20 years		24%	
	More than 20 years		30%	
Which best describes the building you live in?	One family house detached from any other houses		82%	
	Building with two or more homes (duplex, townhome, apa..		16%	
	Mobile home		1%	
	Other		1%	
Do you rent or own your home?	Rent		32%	
	Own		68%	

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		11%
	\$500 to \$999		30%
	\$1,000 to \$1,499		25%
	\$1,500 to \$1,999		18%
	\$2,000 to \$2,499		6%
	\$2,500 to \$2,999		5%
	\$3,000 to \$3,499		2%
	\$3,500 or more		2%
Do any children 17 or under live in your household?	No		76%
	Yes		24%
Are you or any other members of your household aged 65 or older?	No		55%
	Yes		45%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		10%
	\$25,000 to \$49,999		28%
	\$50,000 to \$74,999		24%
	\$75,000 to \$99,999		14%
	\$100,000 to \$149,999		12%
	\$150,000 or more		12%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2%
	Asian, Asian Indian, or Pacific Islander		1%
	Black or African American		0%
	White		96%
	Other		4%
In which category is your age?	18-24 years		3%
	25-34 years		15%
	35-44 years		11%
	45-54 years		14%
	55-64 years		18%
	65-74 years		25%
	75 years or older		14%

What is your gender?

Female



51%

Male



49%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), Lake Havasu City conducted a survey of 8,000 residents. Survey invitations were mailed to randomly selected households and data were collected from March 19, 2021 to May 7, 2021. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by Lake Havasu City. The open participation survey was identical to the probability sample survey with one small update; it included a question at the end asking where they heard about the survey. The open participation survey was open to all city residents and became available on April 23, 2021. The survey remained open for two weeks and there were 291 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in Lake Havasu City. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	5%	15%	19%
	35-54	22%	27%	26%
	55+	73%	59%	56%
Hispanic	No, not Spanish, Hispanic, or Latino	95%	88%	88%
	Yes, I consider myself to be Spanish, Hispana..	5%	12%	12%
Housing type	Attached	5%	16%	16%
	Detached	95%	84%	84%
race	Not white	12%	5%	5%
	White	88%	95%	95%
Race/ethnicity	Not white alone	15%	15%	15%
	White alone, not Hispanic or Latino	85%	85%	85%
Sex	Female	61%	53%	50%
	Male	39%	47%	50%
Sex/age	Female 18-34	4%	10%	9%
	Female 35-54	13%	14%	13%
	Female 55+	44%	30%	28%
	Male 18-34	1%	4%	10%
	Male 35-54	9%	14%	13%
	Male 55+	29%	29%	27%
Tenure	Own	91%	68%	68%
	Rent	9%	32%	32%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Lake Havasu City.	Question	Rating	Percentage	
			Bar	Value
Lake Havasu City as a place to live	Lake Havasu City as a place to live	Excellent		33%
		Good		54%
		Fair		12%
		Poor		1%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		44%
		Good		47%
		Fair		7%
		Poor		2%
Lake Havasu City as a place to raise children	Lake Havasu City as a place to raise children	Excellent		18%
		Good		45%
		Fair		25%
		Poor		12%
Lake Havasu City as a place to work	Lake Havasu City as a place to work	Excellent		8%
		Good		30%
		Fair		39%
		Poor		23%
Lake Havasu City as a place to visit	Lake Havasu City as a place to visit	Excellent		62%
		Good		35%
		Fair		4%
Lake Havasu City as a place to retire	Lake Havasu City as a place to retire	Excellent		49%
		Good		39%
		Fair		9%
		Poor		3%
The overall quality of life	The overall quality of life	Excellent		30%
		Good		51%
		Fair		16%
		Poor		3%
Sense of community	Sense of community	Excellent		25%

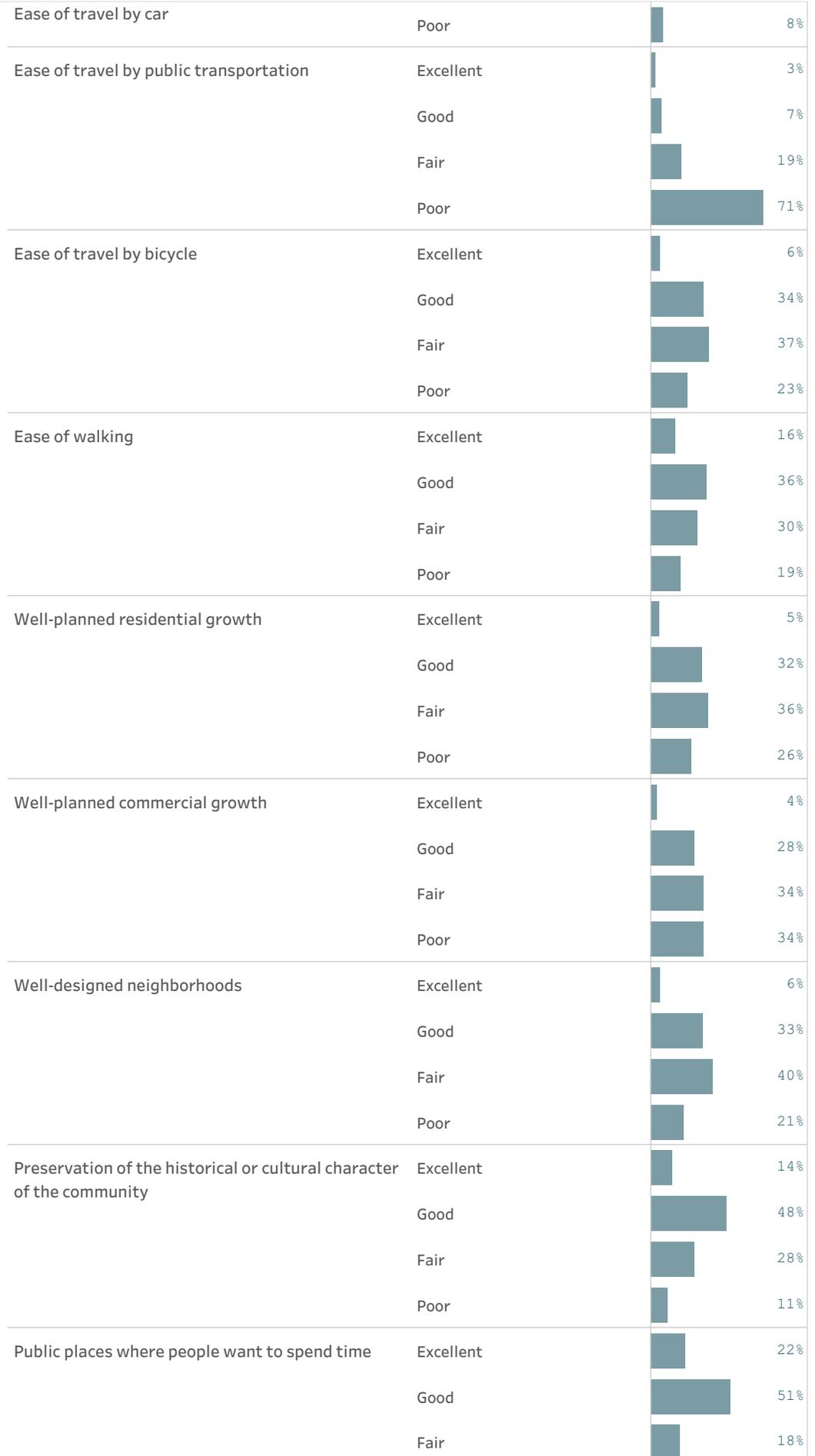
Please rate each of the following aspects of quality of life in Lake Havasu City.	Sense of community	Good		48%
		Fair		21%
		Poor		6%
Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.	Overall economic health	Excellent		12%
		Good		58%
		Fair		28%
		Poor		2%
Overall quality of the transportation system	Excellent		3%	
	Good		28%	
	Fair		39%	
	Poor		29%	
Overall design or layout of residential and commercial areas	Excellent		7%	
	Good		34%	
	Fair		35%	
	Poor		24%	
Overall quality of the utility infrastructure	Excellent		8%	
	Good		48%	
	Fair		28%	
	Poor		16%	
Overall feeling of safety	Excellent		36%	
	Good		53%	
	Fair		9%	
	Poor		2%	
Overall quality of natural environment	Excellent		34%	
	Good		52%	
	Fair		12%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		45%	
	Good		36%	
	Fair		18%	
	Poor		1%	
Overall health and wellness opportunities	Excellent		16%	

Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.	Overall health and wellness opportunities	Good		42%	
		Fair		30%	
		Poor		11%	
	Overall opportunities for education, culture, and the arts	Excellent		10%	
		Good		34%	
		Fair		36%	
		Poor		20%	
	Residents' connection and engagement with their community	Excellent		16%	
		Good		49%	
Fair			31%		
Poor			5%		
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Havasu City to someone who asks	Very likely		38%	
		Somewhat likely		39%	
		Somewhat unlikely		12%	
		Very unlikely		12%	
	Remain in Lake Havasu City for the next five years	Very likely		67%	
		Somewhat likely		19%	
		Somewhat unlikely		6%	
		Very unlikely		9%	
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		84%
			Somewhat safe		12%
			Neither safe nor unsafe		1%
			Somewhat unsafe		2%
In Lake Havasu City's downtown/commercial area during the day		Very safe		74%	
		Somewhat safe		24%	
		Neither safe nor unsafe		1%	
		Somewhat unsafe		1%	
From property crime		Very safe		34%	
		Somewhat safe		51%	
		Neither safe nor unsafe		8%	
		Somewhat unsafe		4%	
	Very unsafe		2%		

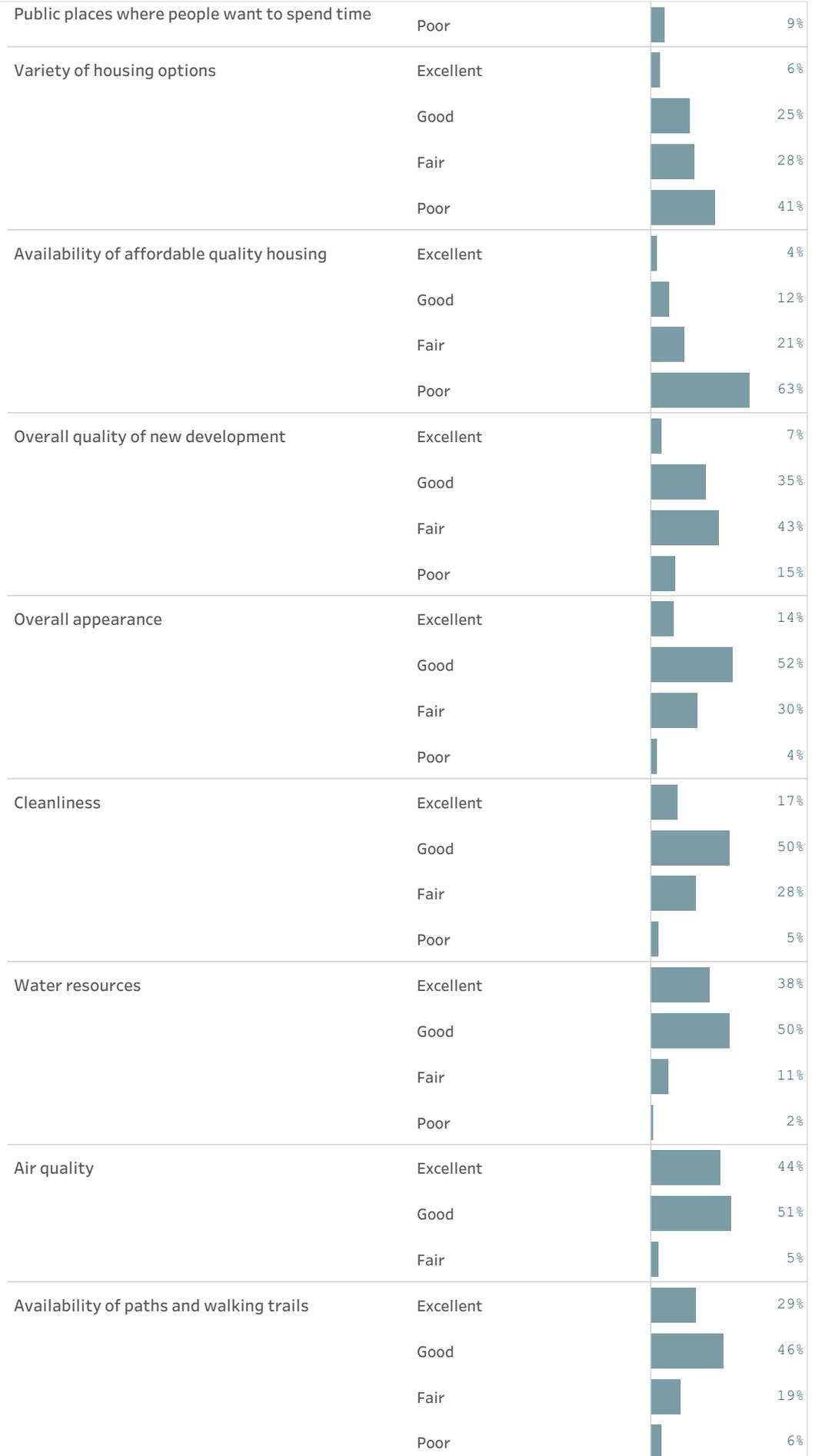
Please rate how safe or unsafe you feel:	From violent crime	Very safe		54%
		Somewhat safe		37%
		Neither safe nor unsafe		8%
		Somewhat unsafe		1%
	From fire, flood, or other natural disaster	Very safe		57%
		Somewhat safe		31%
		Neither safe nor unsafe		10%
		Somewhat unsafe		3%
Very unsafe			1%	
Please rate the job you feel the Lake Havasu City community does at each of the following.	Making all residents feel welcome	Excellent		23%
		Good		53%
		Fair		16%
		Poor		8%
	Attracting people from diverse backgrounds	Excellent		14%
		Good		41%
		Fair		23%
		Poor		23%
	Valuing/respecting residents from diverse backgrounds	Excellent		18%
		Good		41%
		Fair		25%
		Poor		17%
	Taking care of vulnerable residents	Excellent		15%
		Good		40%
		Fair		29%
		Poor		16%
Please rate each of the following in the Lake Havasu City community.	Overall quality of business and service establishments	Excellent		15%
		Good		41%
		Fair		37%
		Poor		7%
	Variety of business and service establishments	Excellent		12%
		Good		32%
		Fair		33%

Please rate each of the following in the Lake Havasu City community.	Variety of business and service establishments	Poor		23%
	Vibrancy of downtown/commercial area	Excellent		16%
		Good		42%
		Fair		32%
Poor			10%	
Employment opportunities	Excellent		5%	
	Good		15%	
	Fair		45%	
	Poor		35%	
Shopping opportunities	Excellent		5%	
	Good		21%	
	Fair		33%	
	Poor		42%	
Cost of living	Excellent		4%	
	Good		29%	
	Fair		35%	
	Poor		31%	
Overall image or reputation	Excellent		24%	
	Good		55%	
	Fair		20%	
	Poor		2%	
Please also rate each of the following in the Lake Havasu City community.	Traffic flow on major streets	Excellent		7%
		Good		38%
		Fair		33%
		Poor		22%
Ease of public parking	Excellent		16%	
	Good		48%	
	Fair		28%	
	Poor		8%	
Ease of travel by car	Excellent		15%	
	Good		60%	
	Fair		17%	

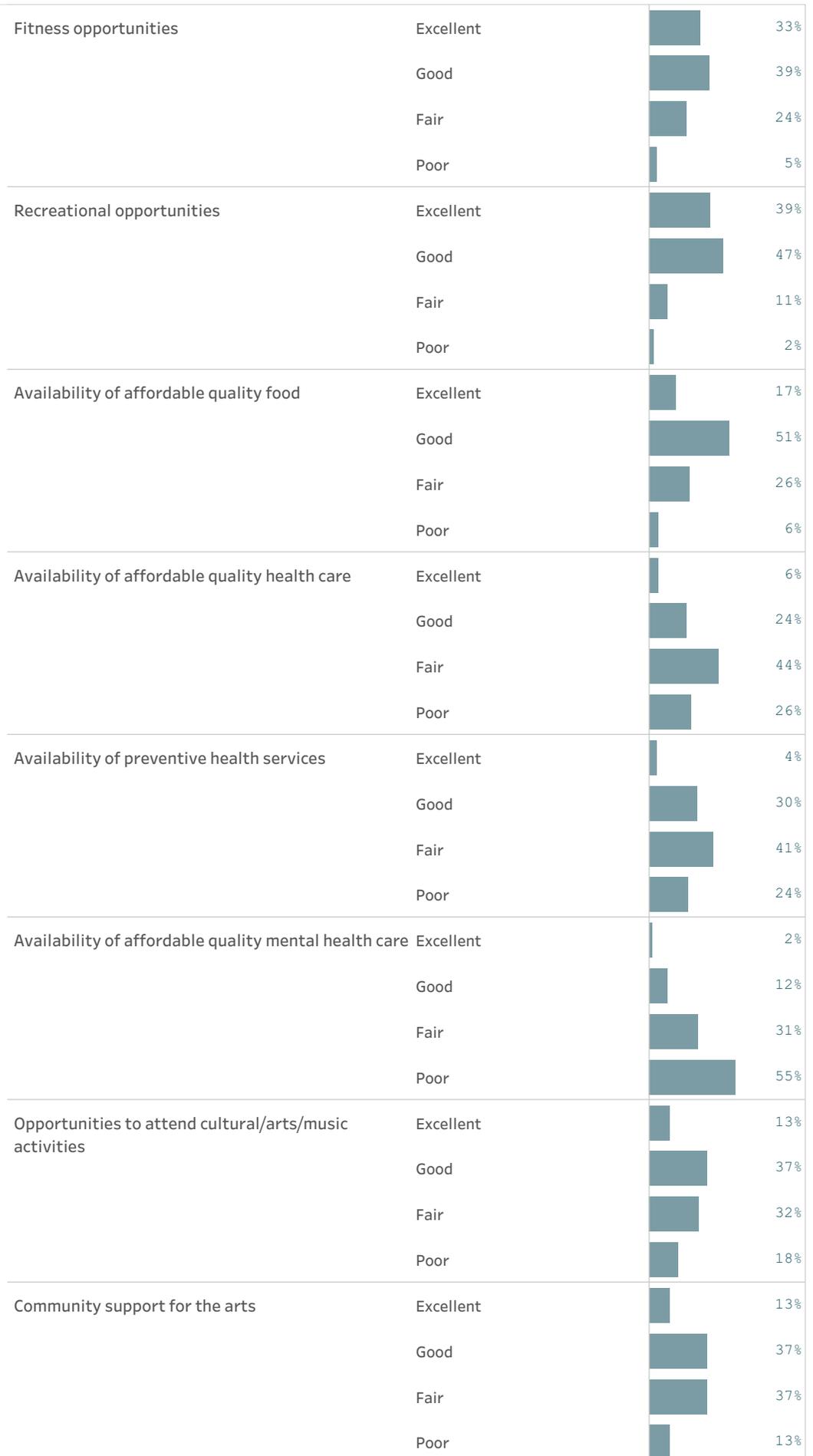
Please also rate each of the following in the Lake Havasu City community.



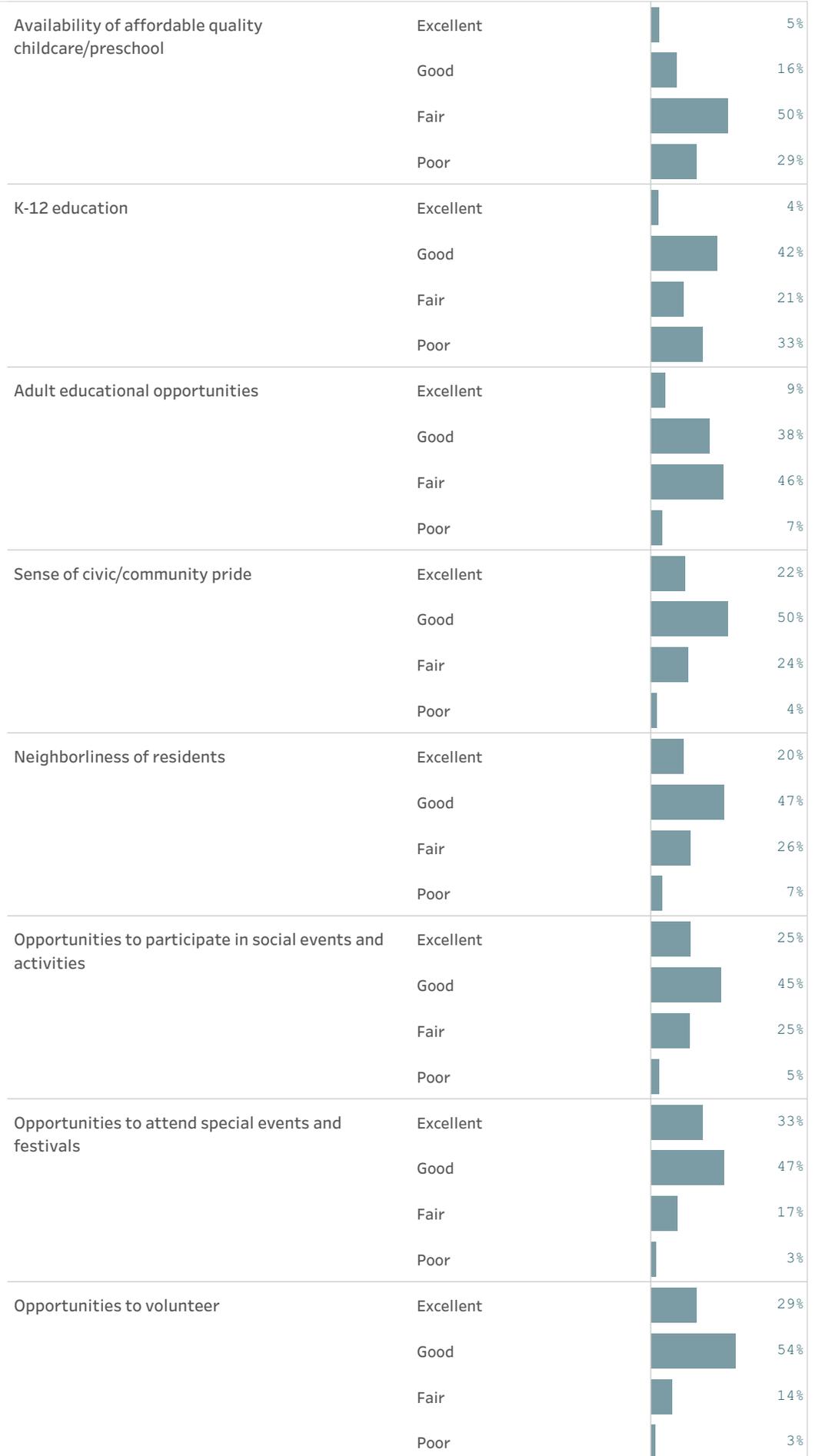
Please also rate each of the following in the Lake Havasu City community.

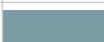
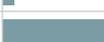


Please also rate each of the following in the Lake Havasu City community.

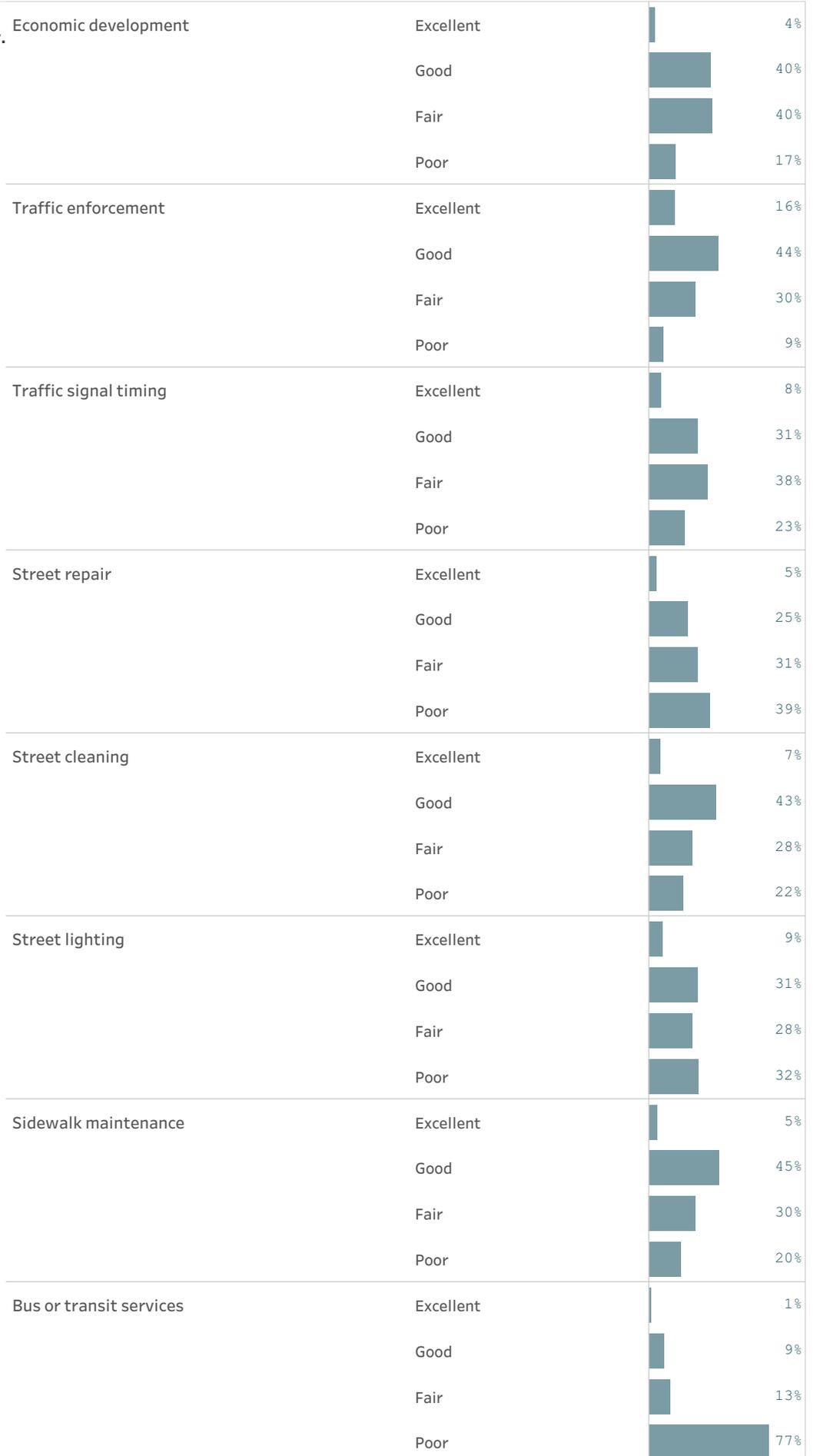


Please also rate each of the following in the Lake Havasu City community.

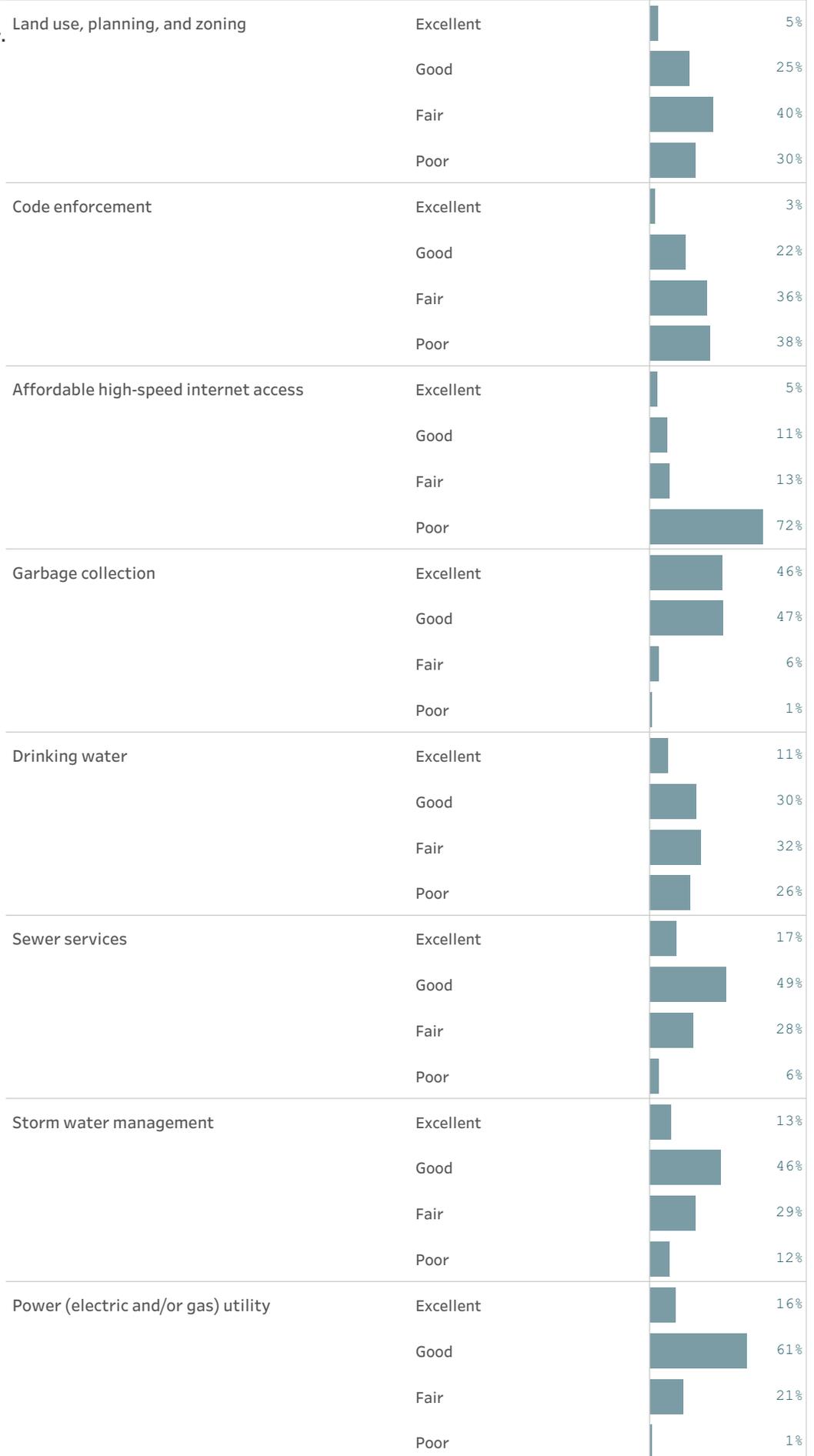


Please also rate each of the following in the Lake Havasu City community.	Opportunities to participate in community matters	Excellent		22%
		Good		50%
		Fair		23%
		Poor		6%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		17%
		Good		40%
		Fair		20%
		Poor		23%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Lake Havasu City for help or information	No		45%
		Yes		55%
	Contacted Lake Havasu City elected officials to express your opinion	No		76%
		Yes		24%
	Attended a local public meeting	No		69%
		Yes		31%
	Watched a local public meeting	No		32%
		Yes		68%
	Volunteered your time to some group/activity	No		59%
		Yes		41%
	Campaigned or advocated for a local issue, cause, or candidate	No		76%
		Yes		24%
	Voted in your most recent local election	No		13%
		Yes		87%
	Used bus or other public transportation instead of driving	No		94%
		Yes		6%
	Carpooled with other adults or children instead of driving alone	No		65%
		Yes		35%
Walked or biked instead of driving	No		60%	
	Yes		40%	
Please rate the quality of each of the following services in Lake Havasu City.	Public information services	Excellent		14%
		Good		54%
		Fair		28%
		Poor		5%

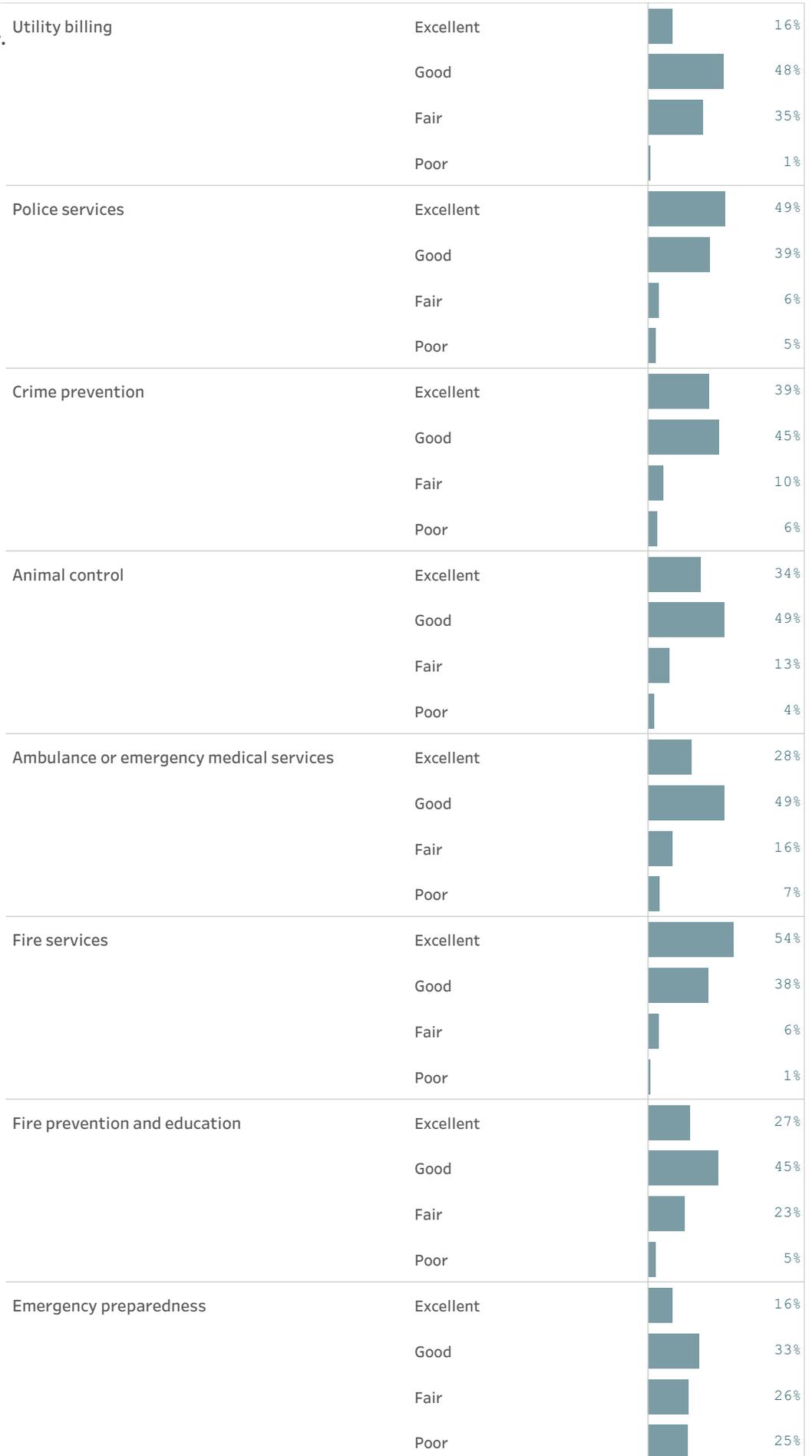
Please rate the quality of each of the following services in Lake Havasu City.



Please rate the quality of each of the following services in Lake Havasu City.



Please rate the quality of each of the following services in Lake Havasu City.



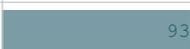
Please rate the quality of each of the following services in Lake Havasu City.

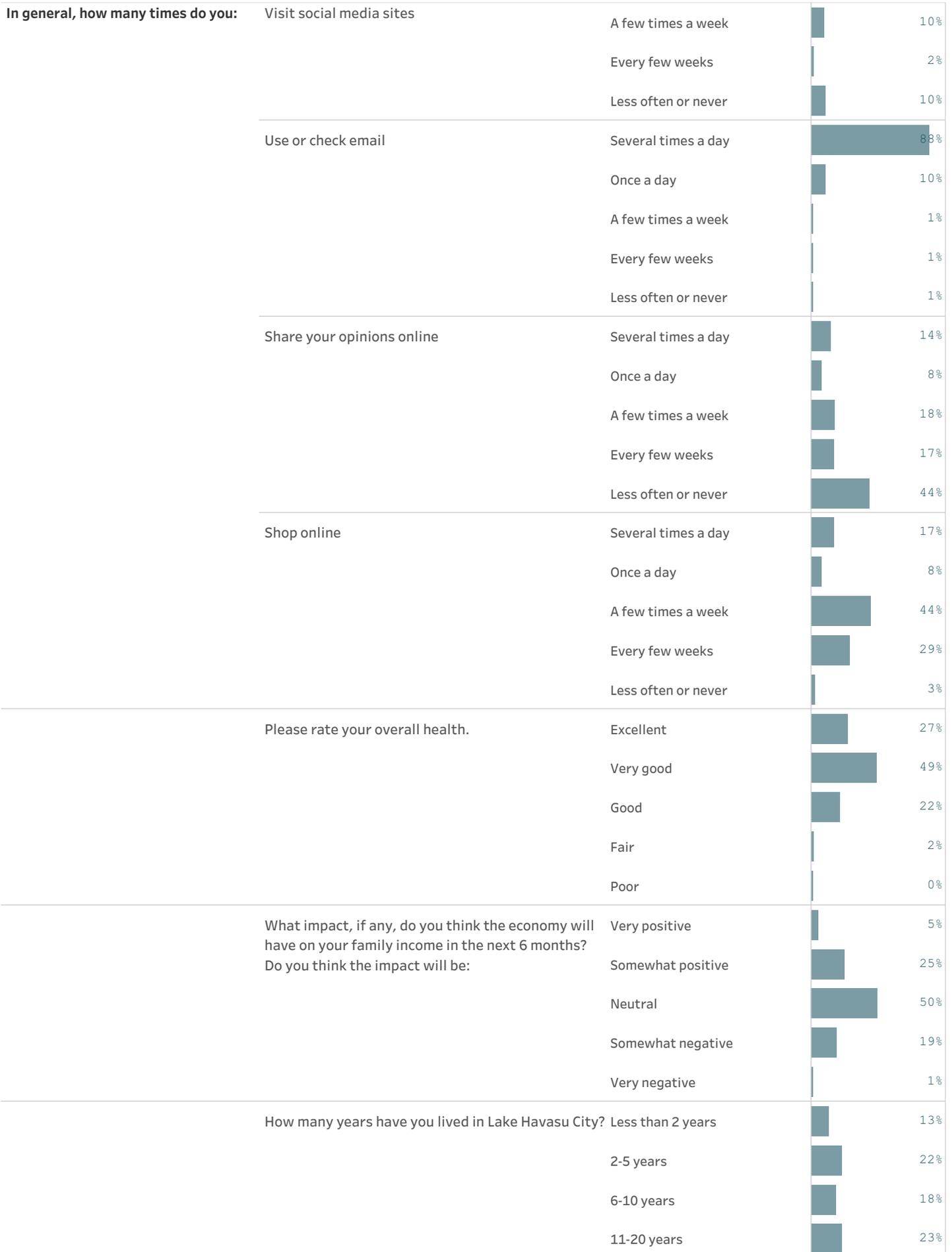
Preservation of natural areas	Excellent		20%
	Good		44%
	Fair		28%
	Poor		8%
Lake Havasu City open space	Excellent		19%
	Good		46%
	Fair		28%
	Poor		7%
Recycling	Excellent		19%
	Good		47%
	Fair		25%
	Poor		9%
Yard waste pick-up	Excellent		19%
	Good		39%
	Fair		26%
	Poor		17%
City parks	Excellent		40%
	Good		44%
	Fair		16%
Recreation programs or classes	Excellent		18%
	Good		47%
	Fair		26%
	Poor		9%
Recreation centers or facilities	Excellent		20%
	Good		45%
	Fair		20%
	Poor		15%
Health services	Excellent		7%
	Good		35%
	Fair		35%
	Poor		23%
Public library services	Excellent		18%

Please rate the quality of each of the following services in Lake Havasu City.	Public library services	Good		59%
		Fair		21%
		Poor		2%
	Overall customer service by Lake Havasu City employees	Excellent		34%
	Good		51%	
	Fair		15%	
	Poor		1%	
Please rate the following categories of Lake Havasu City government performance.	The value of services for the taxes paid to Lake Havasu City	Excellent		15%
		Good		41%
		Fair		31%
		Poor		12%
	The overall direction that Lake Havasu City is taking	Excellent		11%
		Good		37%
		Fair		31%
		Poor		21%
	The job Lake Havasu City government does at welcoming resident involvement	Excellent		16%
		Good		43%
		Fair		33%
		Poor		7%
	Overall confidence in Lake Havasu City government	Excellent		14%
Good			35%	
Fair			33%	
Poor			18%	
Generally acting in the best interest of the community	Excellent		17%	
	Good		34%	
	Fair		33%	
	Poor		16%	
Being honest	Excellent		15%	
	Good		38%	
	Fair		34%	
	Poor		13%	
Being open and transparent to the public	Excellent		20%	

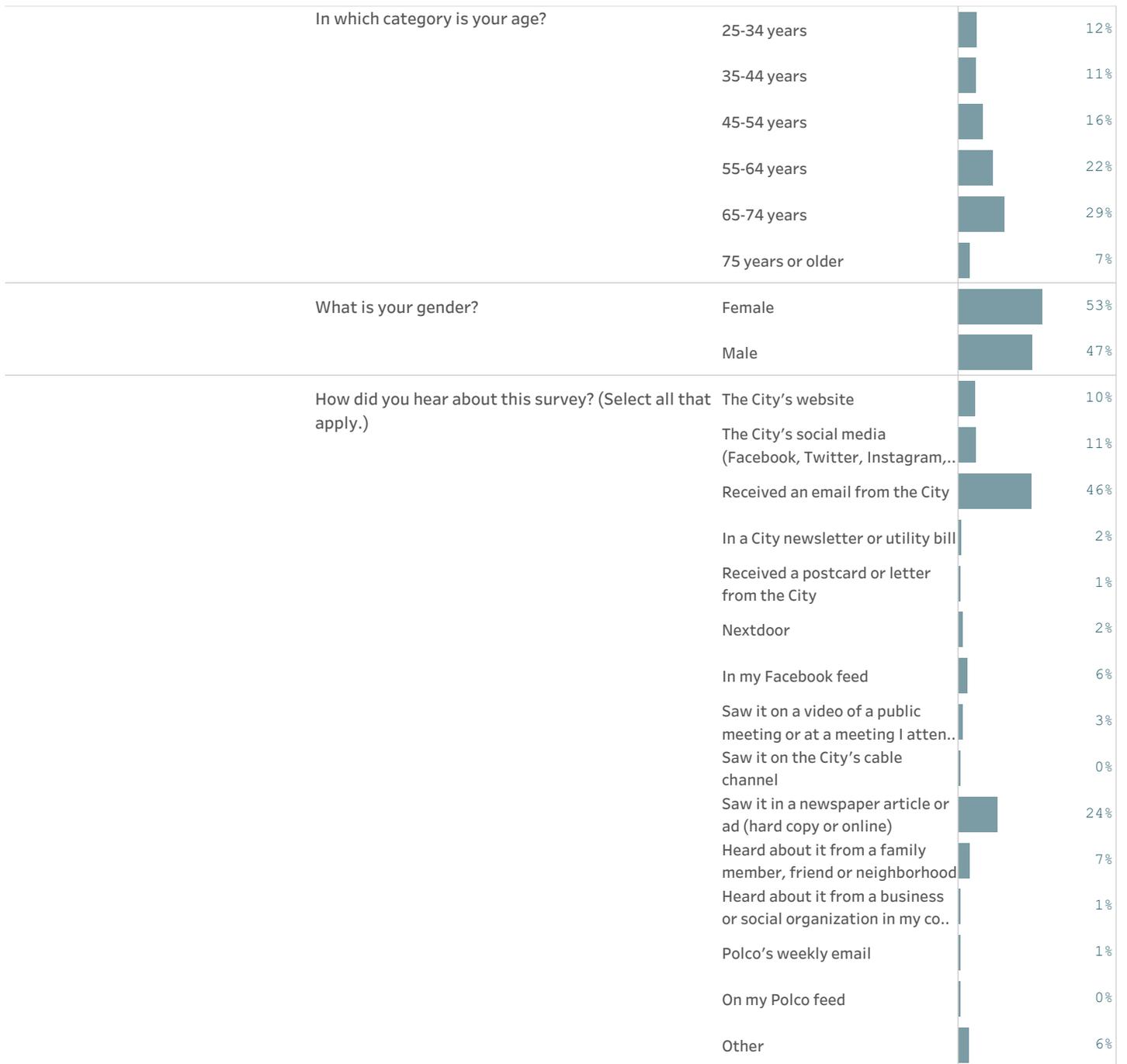
Please rate the following categories of Lake Havasu City government performance.	Being open and transparent to the public	Good		32%
		Fair		34%
		Poor		14%
	Informing residents about issues facing the community	Excellent		15%
		Good		40%
		Fair		31%
		Poor		14%
	Treating all residents fairly	Excellent		20%
		Good		44%
		Fair		21%
		Poor		15%
	Treating residents with respect	Excellent		23%
Good			44%	
Fair			26%	
Poor			8%	
Overall, how would you rate the quality of the services provided by each of the following?	Lake Havasu City	Excellent		22%
		Good		43%
		Fair		33%
		Poor		2%
	The Federal Government	Excellent		2%
		Good		20%
		Fair		37%
		Poor		42%
Please rate how important, if at all, you think it is for the Lake Havasu City community to focus on each of the following in the coming two years.	Overall economic health	Essential		59%
		Very important		32%
		Somewhat important		8%
		Not at all important		0%
	Overall quality of the transportation system	Essential		21%
		Very important		47%
		Somewhat important		29%
		Not at all important		4%
	Overall design or layout of residential and commercial areas	Essential		29%

Please rate how important, if at all, you think it is for the Lake Havasu City community to focus on each of the following in the coming two years.			
Overall design or layout of residential and commercial areas	Very important		46%
	Somewhat important		24%
	Not at all important		1%
Overall quality of the utility infrastructure	Essential		56%
	Very important		34%
	Somewhat important		8%
	Not at all important		2%
Overall feeling of safety	Essential		58%
	Very important		33%
	Somewhat important		7%
	Not at all important		2%
Overall quality of natural environment	Essential		41%
	Very important		43%
	Somewhat important		15%
	Not at all important		2%
Overall quality of parks and recreation opportunities	Essential		33%
	Very important		52%
	Somewhat important		15%
	Not at all important		0%
Overall health and wellness opportunities	Essential		49%
	Very important		42%
	Somewhat important		9%
	Not at all important		0%
Overall opportunities for education, culture, and the arts	Essential		22%
	Very important		52%
	Somewhat important		25%
	Not at all important		1%
Residents' connection and engagement with their community	Essential		24%
	Very important		52%
	Somewhat important		23%
	Not at all important		1%
Overall, how would you rate the quality of the services provided by	Mohave County		7%

Overall, how would you rate the quality of the services provided by each of the following?	Mohave County	Good		49%
		Fair		37%
		Poor		6%
	The State Government	Excellent		4%
	Good		32%	
	Fair		44%	
	Poor		20%	
Please select the statement that best describes your opinion.	I am willing to pay more City taxes to get more City services.		18%	
	I feel that I pay too much for the City services I receive.		15%	
	More information is needed to provide an accurate opinion of ..		67%	
Please select the statement that comes closest to your opinion about code enforcement.	I think code enforcement should be reactive and only enforce co..		31%	
	I think code enforcement should be proactive and actively look f..		69%	
How many months a year do you live in Lake Havasu City?	0-3 months		1%	
	4-6 months		3%	
	7-9 months		3%	
	10-12 months		93%	
Are you a registered voter in Lake Havasu City?	Yes		93%	
	No		7%	
Should a second bridge be built spanning the Bridgewater Channel connecting the mainland and the island?	Yes		71%	
	No		29%	
In general, how many times do you:	Access the internet from your home	Several times a day		91%
		Once a day		3%
		A few times a week		6%
		Every few weeks		0%
		Less often or never		1%
Access the internet from your cell phone	Several times a day		87%	
	Once a day		4%	
	A few times a week		3%	
	Every few weeks		1%	
	Less often or never		5%	
Visit social media sites	Several times a day		62%	
	Once a day		16%	



How many years have you lived in Lake Havasu City?	More than 20 years		24%
Which best describes the building you live in?	One family house detached from any other houses		81%
	Building with two or more homes (duplex, townhome, apa..		16%
	Mobile home		1%
	Other		2%
Do you rent or own your home?	Rent		32%
	Own		68%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		11%
	\$500 to \$999		26%
	\$1,000 to \$1,499		23%
	\$1,500 to \$1,999		27%
	\$2,000 to \$2,499		7%
	\$2,500 to \$2,999		2%
	\$3,000 to \$3,499		1%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		76%
	Yes		24%
Are you or any other members of your household aged 65 or older?	No		54%
	Yes		46%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		7%
	\$25,000 to \$49,999		22%
	\$50,000 to \$74,999		21%
	\$75,000 to \$99,999		20%
	\$100,000 to \$149,999		17%
	\$150,000 or more		14%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2%
	Asian, Asian Indian, or Pacific Islander		0%
	Black or African American		2%
	White		97%
	Other		1%
In which category is your age?	18-24 years		3%



Lake Havasu City 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Lake Havasu City.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lake Havasu City as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Lake Havasu City as a place to raise children	1	2	3	4	5
Lake Havasu City as a place to work.....	1	2	3	4	5
Lake Havasu City as a place to visit.....	1	2	3	4	5
Lake Havasu City as a place to retire.....	1	2	3	4	5
The overall quality of life in Lake Havasu City	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Lake Havasu City as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Lake Havasu City.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lake Havasu City.....	1	2	3	4	5
Overall design or layout of Lake Havasu City's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Lake Havasu City (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Lake Havasu City.....	1	2	3	4	5
Overall quality of natural environment in Lake Havasu City.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Lake Havasu City	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Lake Havasu City to someone who asks.....	1	2	3	4	5
Remain in Lake Havasu City for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Lake Havasu City's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Lake Havasu City community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Lake Havasu City community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Lake Havasu City	1	2	3	4	5
Variety of business and service establishments in Lake Havasu City	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Lake Havasu City.....	1	2	3	4	5
Overall image or reputation of Lake Havasu City	1	2	3	4	5

7. Please also rate each of the following in the Lake Havasu City community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Lake Havasu City.....	1	2	3	4	5
Ease of travel by public transportation in Lake Havasu City.....	1	2	3	4	5
Ease of travel by bicycle in Lake Havasu City.....	1	2	3	4	5
Ease of walking in Lake Havasu City.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Lake Havasu City.....	1	2	3	4	5
Overall appearance of Lake Havasu City.....	1	2	3	4	5
Cleanliness of Lake Havasu City.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Lake Havasu City.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted Lake Havasu City (in-person, phone, email, or web) for help or information.....	1	2
Contacted Lake Havasu City elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Supervisors, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Lake Havasu City.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

Lake Havasu City 2021 Community Survey

9. Please rate the quality of each of the following services in Lake Havasu City.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services (River Medical Inc.).....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Lake Havasu City open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Lake Havasu City employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Lake Havasu City government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Lake Havasu City.....	1	2	3	4	5
The overall direction that Lake Havasu City is taking.....	1	2	3	4	5
The job Lake Havasu City government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Lake Havasu City government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lake Havasu City.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Lake Havasu City community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Lake Havasu City.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lake Havasu City.....	1	2	3	4
Overall design or layout of Lake Havasu City's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Lake Havasu City (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Lake Havasu City.....	1	2	3	4
Overall quality of natural environment in Lake Havasu City.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Lake Havasu City.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

13. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Mohave County.....	1	2	3	4	5
The State Government.....	1	2	3	4	5

14. Please select the statement that best describes your opinion.

- I am willing to pay more City taxes to get more City services.
- I feel that I pay too much for the City services I receive.
- More information is needed to provide an accurate opinion of City services and funding.

15. Please select the statement that comes closest to your opinion about code enforcement.

- I think code enforcement should be reactive and only enforce code violations when a complaint is made, even if it means it takes longer to issue notices for and resolve violations.
- I think code enforcement should be proactive and actively look for and enforce code violations (such as trash, auto parts, dead landscaping debris, and unusable items visible from the public right-of-way or adjacent properties), even if it means the City has to spend more funding to hire staff.

16. How many months a year do you live in Lake Havasu City?

- 0-3 months
- 4-6 months
- 7-9 months
- 10-12 months

17. Are you a registered voter in Lake Havasu City?

- Yes
- No

18. Should a second bridge be built spanning the Bridgewater Channel connecting the mainland and the island?

- Yes
- No
- Don't know

Lake Havasu City 2021 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Lake Havasu City?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian, or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502